

## Astra 4A-SES5 Installation Guide - Version 1.5

VALID FOR NAMIBIA & SOUTH AFRICA ONLY!

**Before attempting the installation yourself, please take the time to read this manual**

**COMPLETELY. You WILL save a lot of time.** Also take note that pointing a dish is a precision job that requires patience. It will take about 45-90 minutes for an untrained person to point the dish.

**If you do not read this manual in full beforehand, YOU WILL SPEND A FULL DAY!  
So make the effort and read this manual before you attempt the installation.**

If you do not have a satellite finder device, something that indicates the receive level, do not waste time trying to point the dish into the dark. Chances of actually succeeding are slim. Also please note, that a Smart Phone is not a satellite finder device. You can only use a Smart Phone to give you a general idea to where the dish needs to be pointed.

Should you be technically inclined and have the required patience, you can opt to do the installation yourself. You would be required to purchase a satellite finder at any local installer outlet such as Ellies or Space TV. The cost of a simple satellite finder is about ZAR 250.00 to ZAR 400.00

Alternatively, we recommend that you contact an accredited or experienced installer. In this event, this document will provide guidelines that will assist your installer with the correct implementation of your Satellite system on ASTRA 4A!

In order for the Satelio Decoder to be used in your environment, several things need to be in place.

- 1.) Decoder firmware needs to be correct. ALL DECODERS ARE SHIPPED WITH LATEST FIRMWARE. A manual flashing of the Decoder is not necessary.
- 2.) The local oscillator frequency needs to be set in the decoder.
- 3.) The dish needs to be correctly assembled.
- 4.) The LNB skew needs to be correct.
- 5.) The dish needs to be pointed to the right satellite.
- 6.) The channel list will be downloaded automatically over the air, via the satellite signal once the dish is pointed correctly.
- 7.) Possible software upgrade over the air that will reset the decoder to its default settings where it might be necessary to enter again the local oscillator frequency.
- 8.) Custom configuration like energy saving, video format and time zone.

Please do not be shocked by the long list and pages to follow. We tried to make it as detailed as possible. It is not as hectic as it looks.

### The Satelio parameters on Astra4A are as follows:

Orbit Position: 4.8 Degrees East **(This is not the azimuth of your dish; refer to point 5, YOUR DISH WILL POINT TO A NNW (North North West) DIRECTION.**

Downlink Frequency: 12565 MHz

Downlink Polarisation: Vertical

Modulation: DVB-S2 QPSK – S2

Symbol Rate: 30 000 ksymb/sec

FEC 5/6

## Table of Content

Astra 4A-SES5 Installation Guide - Version 1.5.....	1
Table of Content.....	2
List of Figures.....	2
List of Tables.....	2
1. Confirm the firmware on the decoder.....	3
2. Check the Local Oscillator Frequency.....	4
3. The dish needs to be assembled correctly.....	5
5. The dish needs to be pointed to the right satellite.....	10
6. Channel List.....	15
7. Possible Over the Air Software Upgrade.....	15
8. Custom Configuration.....	16
9. Error Codes and Possible Problems.....	17
10. Installers in Namibia.....	19
11. Installers in South Africa.....	20

## List of Figures

Figure 2 - Software version and Receive levels.....	3
Figure 3 - LNB Labelling.....	4
Figure 4 - LOF Setting.....	4
Figure 5 - Centre Focal Dish examples of an actual Satelio installation.....	5
Figure 6 - Angles on Centre focal dishes.....	6
Figure 7 - Offset Dishes and angles.....	6
Figure 8 - Incorrect and correct offset dish elevation (applicate for Namibia and South Africa).....	7
Figure 9 - Dish side view.....	7
Figure 10 - Dish side view.....	8
Figure 11 - LNB Skew.....	9
Figure 12 - www.dishpointer.com screen shot.....	10
Figure 13 - SAT FINDER with jumper cable.....	12
Figure 14 - Sat Finder Manual.....	13
Figure 15 - Signal Level Indicator.....	14
Figure 16 - Spectrum Scan - for advanced users only with professional test equipment.....	14
Figure 17 - Channel List Update.....	15

## List of Tables

Table 1 – Dish Setup Data for various towns.....	11
Table 2 – Namibia installer list.....	19

## 1. Confirm the firmware on the decoder

**This step is most likely NOT required as your decoder will be shipped with the latest firmware.**

The firmware holds the information required for the channel and transponder list to operate on the Astra4A Satellite. It is absolutely necessary to upgrade your decoder with the latest firmware:

1.1 To find out what firmware you have:

- go to *Menu – Extras – Software aktualisieren*.
- Look at Aktuelle Softwareversion: It needs to state V1.1.135.106 2015-12-15  
(A later software version is also acceptable)

1.2 To upgrade:

- Download the latest firmware from <http://www.satelio.tv/files/latestfirmware/>. The file must have a file size of about 3.2MB. If it is only couple of kB big, there was a problem in your download. Copy the file onto a **FAT 32** formatted flash drive. The decoder will not see the flash drive if it has a *NTFS* or *exFAT* file format. You cannot open the file on the computer. Just copy the file onto a flash drive.
- Once the software has been downloaded and saved on a flash drive, please follow the following steps:
  - Menu, Extras, Software aktualisieren, Von Datei aktualisieren*, and update according to the file on your flash drive folder.
  - Thereafter the decoder will reboot automatically.
- A Factory Reset is required for the decoder to accept the latest firmware. Please do the following steps for the factory reset:
  - Menu, Konfiguration, Werkseinstellungen*, PRESS THE RED BUTTON (not the power button, the RED button next to the green button in the middle of the remote)
  - Please ensure with step 1.1. that the correct software is loaded.

1.3 To confirm that everything is ok, please check the following.

- You must only have one channel on the decoder. i.e. when you press P+ or P- you will only see **Satelio Infokanal**. If you see more than one channel, do a factory reset again, and press the RED button.
- While you are on the **Satelio Infokanal**, press *Menu – Extras – Tunerinfo*, you MUST see **Astra 4A/SES 5 5.0°E** as active Satellite. (You can exit by pressing the exit button). If you see AMOS 5 or Intelsat 20, upload the new firmware again. Make sure you have the latest soft.dff file downloaded.

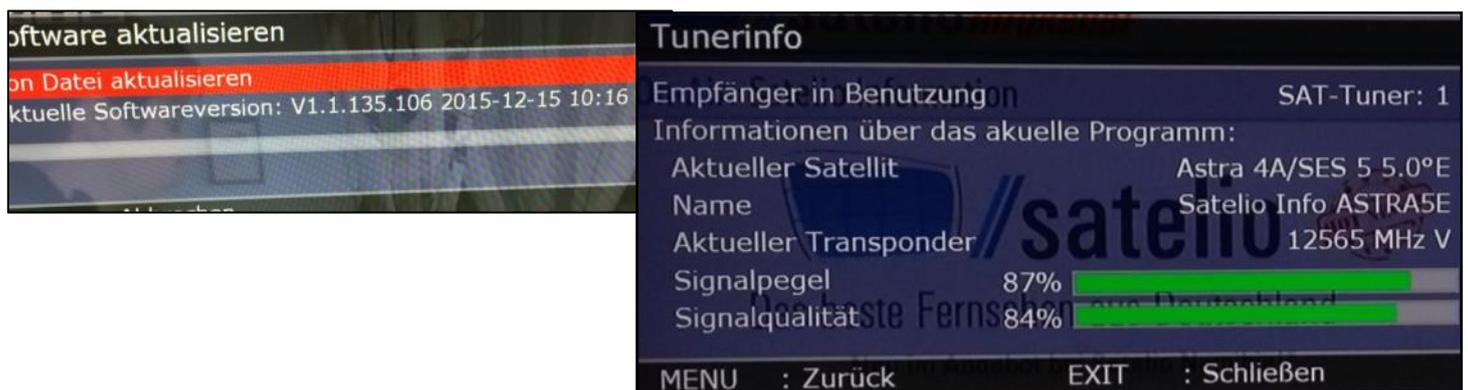


Figure 1 - Software version and Receive levels

## 2. Check the Local Oscillator Frequency

Background Info: A satellite transponder is divided into four levels; Vertical and Horizontal, and again low split and high split. Satelio transmits on the Vertical High split on Astra4A. Unfortunately the Local Oscillator frequency for the high split varies from LNB to LNB. In some cases the Local oscillator frequency is 10.6GHz and in some cases it is 10.7GHz. Whatever your LNB states, it needs to correspond to the setting on your decoder.

2.1 Go to your LNB and look what is written there. Look for something like **L.O.: 9.75/10.6GHz**

2.2 or **L.O.: 9.75/10.7GHz**. The 9.75GHz is the local oscillator frequency for the low split and is standard on all LNB devices. The number after the / (slash) is important. Do not confuse it with the frequency range, which also has a 10.7GHz stated. Refer to the figure below.

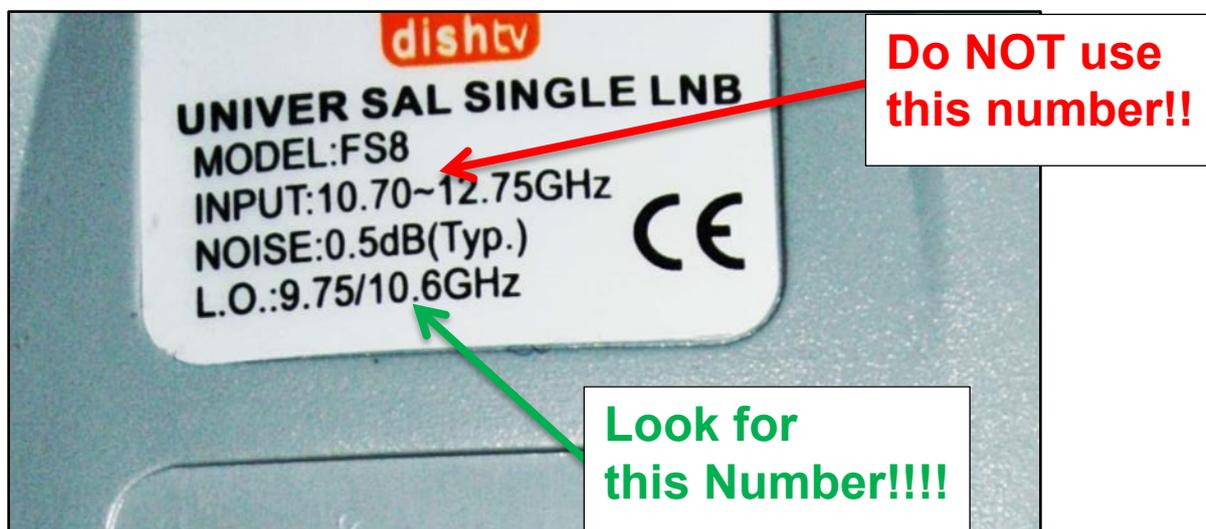


Figure 2 - LNB Labelling

2.3 Check what the setting is on in your decoder

- Go to *Menu – Konfiguration – Empfang*. Navigate down to *LNB Obere LOF* so that it is highlighted red.
- If your LNB stated **10.6** then type in **10600** OR if your LNB stated **10.7** then type in **10700**
- Then press the *Exit* button.
- Press the *red power off* button on the remote to turn the decoder off. Then press it again to switch it on again.
- Go into *Menu – Konfiguration – Empfang* and confirm that your setting was taken correctly.



Figure 3 - LOF Setting

### 3. The dish needs to be assembled correctly

This adjustment is not necessary when you migrate from the Amos 5 satellite, but might be applicable when you migrate from a DSTV pointed dish.

Background on dishes:

There are two types of dishes:

- a. Centre Focal Dishes
- b. Offset Dishes

**Centre Focal Dishes** (or Prime Focus Dishes) is a dish where the LNB (the LNB is the receiver where the cable is connected to on the dish) is exactly in the centre of the dish. The LNB is typically held in place with three arms as indicated in the figure below. For this type of dishes the physical elevation is the same as the electrical beam of the antenna.

Note that the elevation in degrees in the figure on the next page will vary according to installation location. It is only used as example.

Hence your dish would be about  $60^\circ$  elevated from a vertical line and  $30^\circ$  from a horizontal line as indicated in the figure on the next page. From the photos below you can clearly see how flat the dish is installed.



Figure 4 - Centre Focal Dish examples of an actual Satelio installation

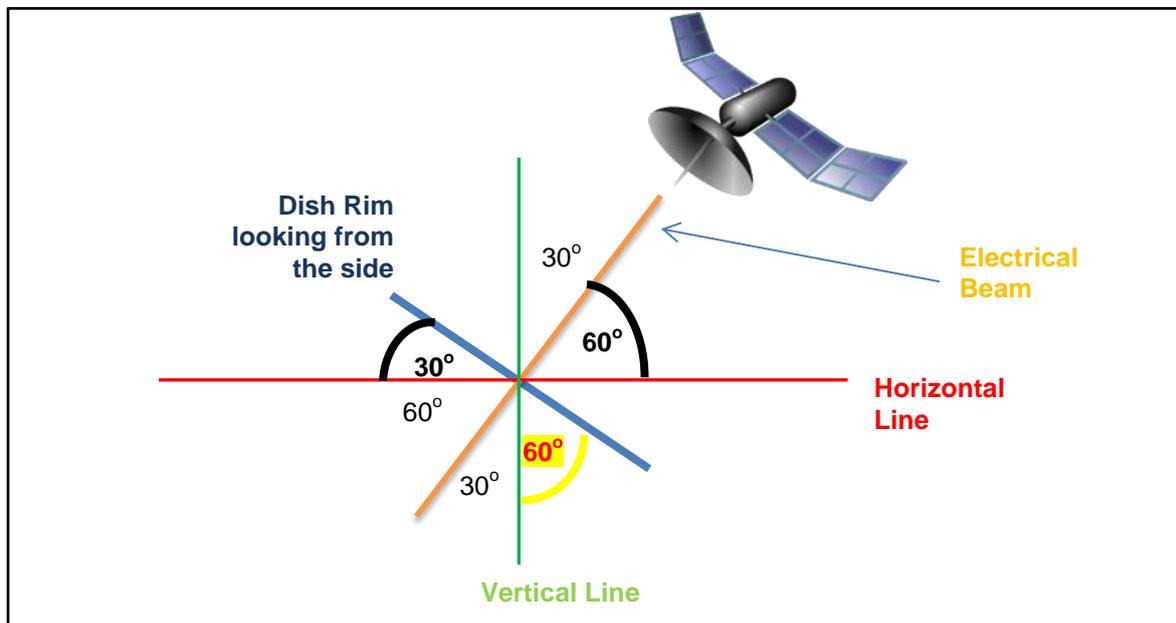


Figure 5 - Angles on Centre focal dishes

**Offset dishes** typically have an arm that comes from the bottom of the dish, and the LNB is not placed exactly in the centre of the dish. The **electrical beam** is about  $30^\circ$  offset from the **mechanical elevation**. This type of dish was developed so that the dish does not have to lie as flat, in order to prevent rain water and dirt to accumulate in the dish. The elevation indicator on the dish however indicates in MOST cases the **electrical beam elevation**, NOT the mechanical elevation. Hence, for an offset dish, your mechanical elevation will be about  $30^\circ$  from the vertical line.

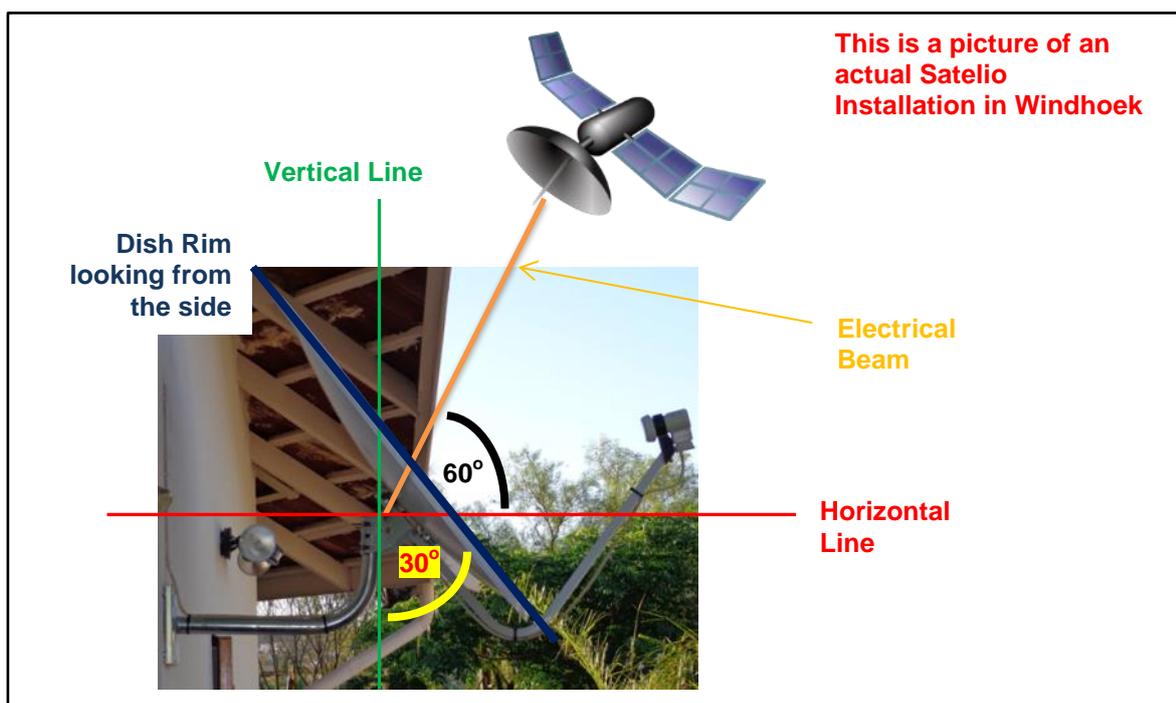


Figure 6 - Offset Dishes and angles

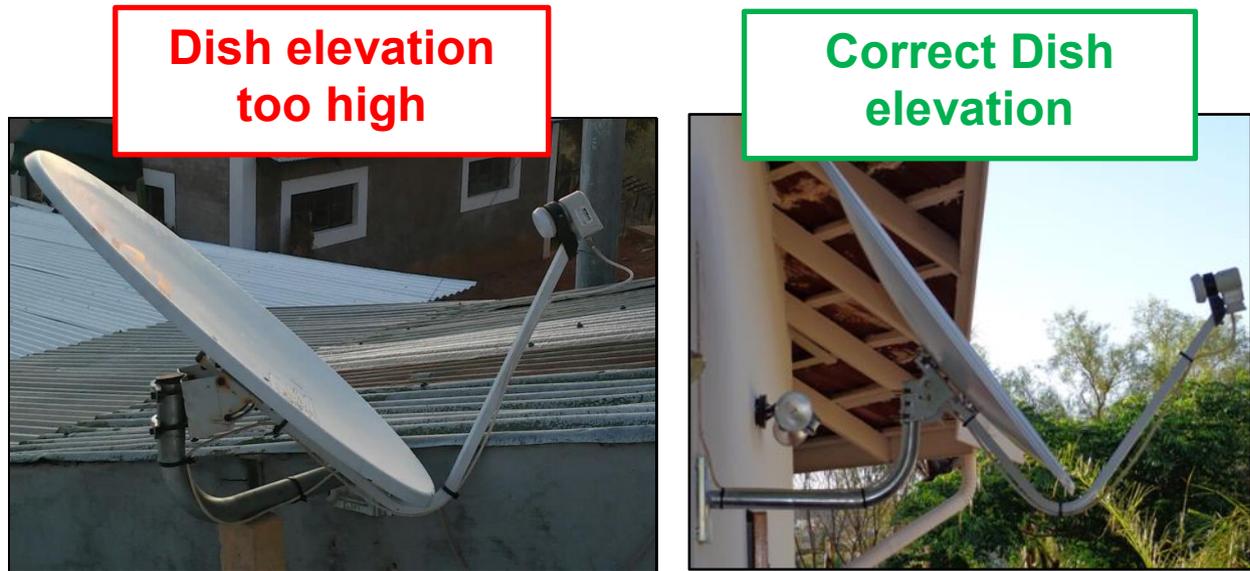


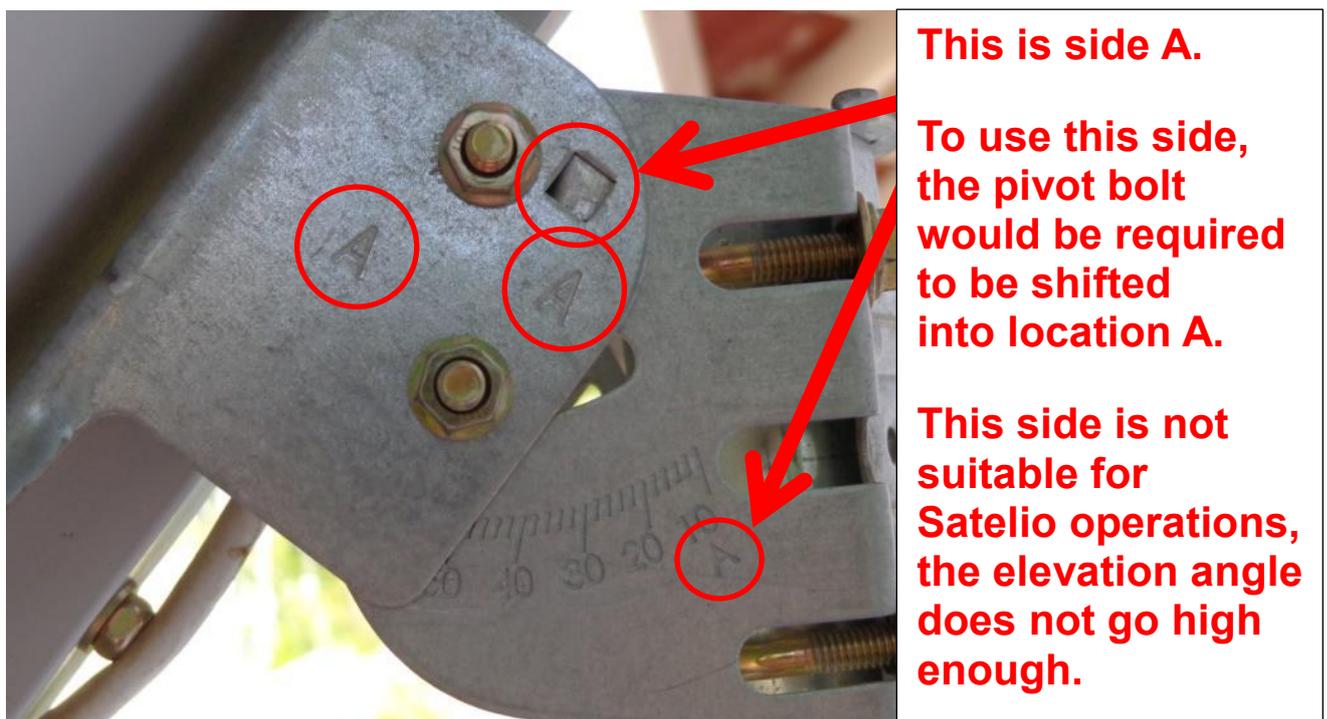
Figure 7 - Incorrect and correct offset dish elevation (applicable for Namibia and South Africa)

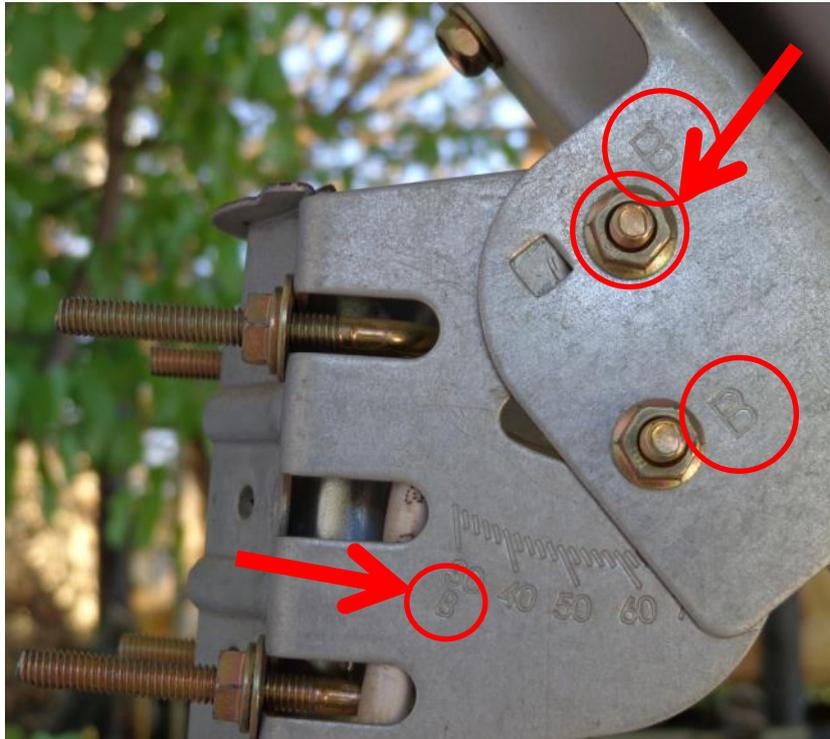
Many dishes, especially the newer ones, have an option to adjust the pivot point, in order to achieve a higher tilt.

For DSTV pointed dishes, typically the lower pivot point option is taken. On many Ellies dishes this pivot point is in position A. Place the pivot point into option B.

Also note that there are two sides to read of the elevation degrees. Depending if your pivot point is A or B, use side A or B respectively. It is clearly written on the dish.

*Note: This is not applicable to all dishes.*





**This is side B!**

**The bolt is in pivot position B.**

**The elevation goes higher than on side A.**

**Use this side for Satelio installations.**

Figure 9 - Dish side view

**Please note that the elevation indicator on the dish is NOT 100% accurate. You need to play a bit, and listen to you SAT FINDER test device. Often the wall bracket or pole is also not 100% vertical.**

**Best is if you mount the dish to a position that allows it free turning. For Southern Africa, the best location is on the north side of the house.**

#### 4. The LNB skew needs to be correct

For DSTV pointed dishes the LNB cable exit was at 4 o'clock and on Amos 5 it was at 6 o'clock. For the new Astra 4A installations in Namibia and Cape Town, turn the LNB so that the cable exit is at 7 o'clock when looking from the front into the dish. For installations in Johannesburg, the cable exit must be at 8 o'clock.

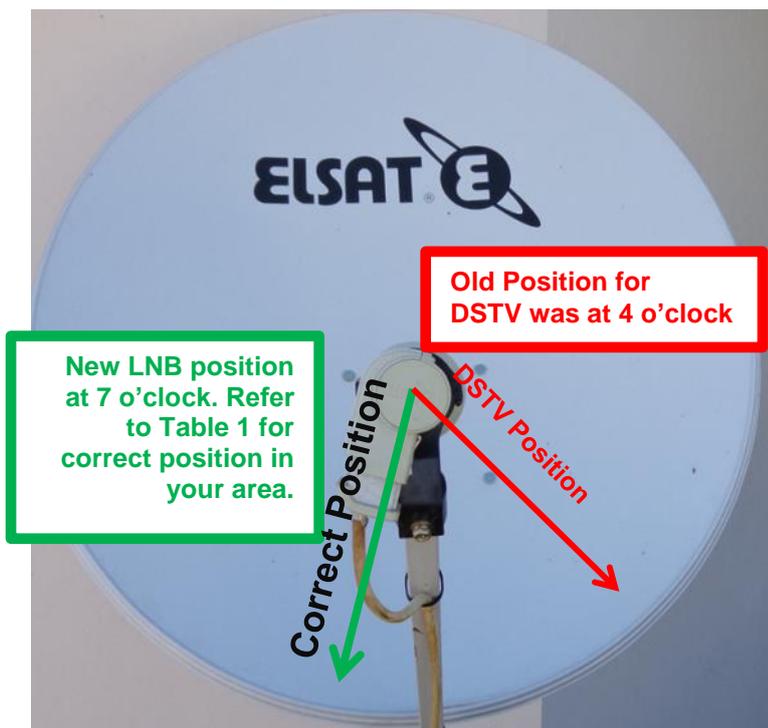


Figure 10 - LNB Skew

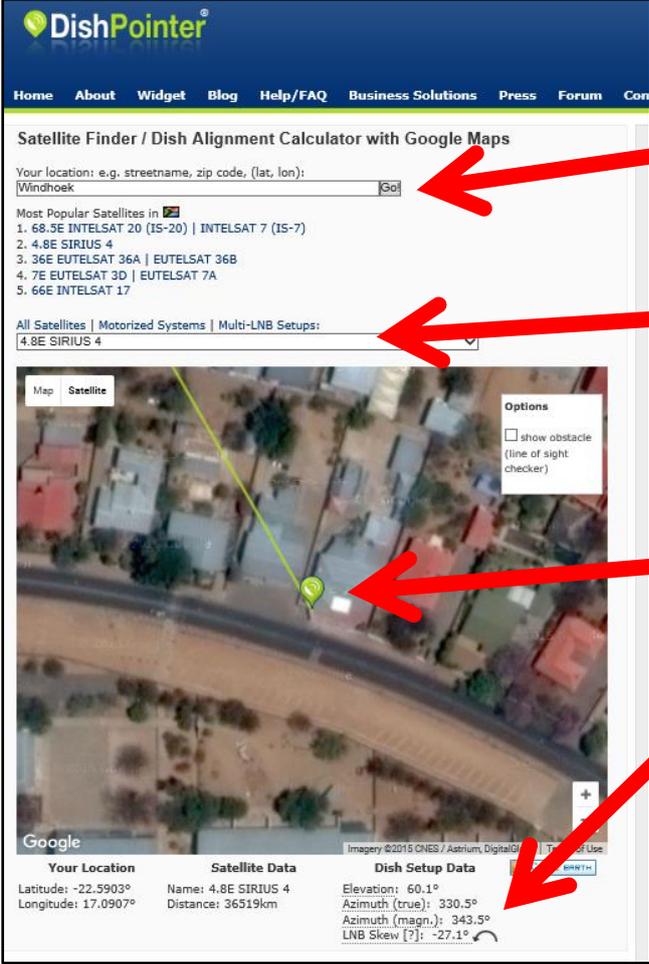
## 5. The dish needs to be pointed to the right satellite

Now we have done all the preparations and can align the dish.  
But before we jump onto the roof there are few tips.

5.1 Determine the general direction: Visit [www.dishpointer.com](http://www.dishpointer.com)

**It does help a lot when you know already the general direction where to point the dish.**

**Please use this!!!**



**Enter your town here**

**Select 4.8E Sirius 4 here**

**Zoom into your house, and pull the green icon to your dish position. Note the green line**

**Note the Elevation and Azimuth.**

**From Windhoek, Namibia:**  
**Elevation: 60.1 Degrees**  
**Azimuth: 330.5 Degrees from True North**  
**Azimuth: 343.5 Degrees from Magnetic North**

Your Location	Satellite Data	Dish Setup Data
Latitude: -22.5903° Longitude: 17.0907°	Name: 4.8E SIRIUS 4 Distance: 36519km	Elevation: 60.1° Azimuth (true): 330.5° Azimuth (magn.): 343.5° LNB Skew [?]: -27.1°

Figure 11 - [www.dishpointer.com](http://www.dishpointer.com) screen shot

5.2 You can also use an app on you smart phone. For androids, the app **Satellite Director** is quite good, that is available in the Google Play Store.

5.3 Make sure that your GPS on your smart phone is enabled, AND that your compass is calibrated on your phone. Also make sure that you smart phone is not in a protective cover that has a magnet in.

5.4 To calibrate the compass on an Android: Go to you dial pad where you would dial a normal telephone number. Enter **\*#0\*#** and you will enter automatically the android service menu.

Press on the sensor icon. On the lower left side you will see a circle, with a red line with a 0. Turn you phone around and around, in the form of a figure 8 until the line is blue and a number 3 is indicated. Now your compass is calibrated and you can use the smart phone apps.

Note: If you do not see the circle in the lower left side, then you smart phone does not have an integrated compass.

5.5 The Table below gives the Dish Setup Data for various towns.

**Table 1 – Dish Setup Data for various towns**

Town	Country	Elevation	Azimuth from True North	Azimuth from Magnetic North	LNB Cable Exit (looking into the dish)
Windhoek, Okahandja	Namibia	60.2°	330.5°	343.5°	7 o'clock
Swakopmund, Walvis Bay, Hentis Bay	Namibia	61.3°	335.8°	349.4°	7 o'clock
Lüderitz	Namibia	56.8°	337.8°	355.4°	7 o'clock
Aranos	Namibia	57.5°	328.1°	342.7°	7 o'clock
Mariental	Namibia	57.7°	330.7°	345.9°	7 o'clock
Maltahöhe	Namibia	57.9°	332.8°	348.3°	7 o'clock
Gobabis	Namibia	59.3°	326.4°	339.1°	7 o'clock
Witvlei	Namibia	59.5°	327.4°	340.1°	7 o'clock
Otjiwarongo	Namibia	62.5°	329.0°	340.0°	7 o'clock
Tsumeb, Otavi, Grootfontein	Namibia	63.0°	325.1°	334.8°	7 o'clock
Kamanjab	Namibia	64.3°	332.2°	342.9°	7 o'clock
Outjo	Namibia	63.1°	329.7°	340.5°	7 o'clock
Katima Mulilo	Namibia	59.7°	310.4°	317.9°	8 o'clock
Rundu	Namibia	62.9°	319.1°	327.2°	8 o'clock
Oshakati	Namibia	65.6°	327.8°	336.7°	7 o'clock
Oranjemund	Namibia	54.3°	336.7°	356.4°	7 o'clock
Cape Town	South Africa	47.9°	336.5°	362.0°	7 o'clock
Johannesburg	South Africa	49.9°	315.8°	335.0°	8 o'clock
Durban	South Africa	44.9°	315.3°	341.2°	8 o'clock

5.6 A good installation tip is to put the decoder and TV on full volume, and make sure that you are on channel 1 on the decoder. This way you will immediately hear music once you are on the right satellite. The **Satelio Infokanal** is a free to air channel that will immediately be visible and audible as soon as you are on the right satellite. The **Satelio Infokanal** will also play, even if the subscription package was not activated yet, or if the subscription expired. **The decoder must only show "KEIN SIGNAL". Make sure that no menu is open on the decoder. If a menu is open then the Satelio Infokanal will not play any music. Press the exit key several times to close all menus.**

5.7 Connect the SAT FINDER to your LNB. The SAT FINDER has two ports. The port that shows REC goes down to your decoder via the long cable. The port that shows LNB must be connected to the LNB, via a short (0.5-1 meter) jumper cable. **Do not connect**

**the SAT FINDER in the house at the decoder. You need to connect it at the dish, so that you can monitor the SAT FINDER while you are turning the dish.**

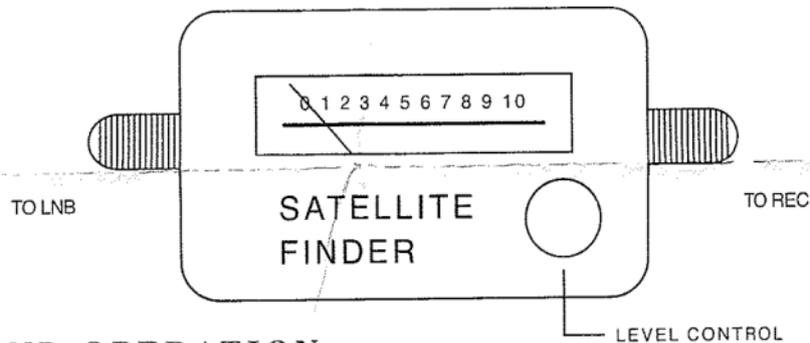
- 5.8 The decoder must be switched on, in order to send power to the SAT FINDER. The background light on the SAT FINDER will illuminate. If you turn the dial to max you will also hear a tone.
- 5.9 Turn the dial so that the needle is at 5. If you place your hand on the LNB, the needle will move. If it does not move you installed the SAT FINDER the wrong way around. If the needle jumps to 10, then turn it down. If the needle is around 0-2 then turn it up. You need to continuous adjust the needle position with the dial as more energy falls into the dish, to increase/decrease the sensitivity of the SAT FINDER.



Figure 12 - SAT FINDER with jumper cable

- 5.10 Follow the instructions on the next page of the SAT FINDER to peak your dish. Also listen to your TV which you should have turned to max volume as under point 5.5. As soon as you hear music you are on the right satellite. Note that the SAT FINDER will indicate any signal that falls into the dish. You need to listen to your TV to be sure you are peaking the right satellite. **Please read point 6 now also!!!!** If the music goes off then your decoder is busy with the channel list update or an automatic software update. Wait for the decoder to come online again, and fine tune then again. It might be that you have to confirm the local oscillator frequency on the decoder as described in point 2.

## USER'S GUIDE



### WIRING AND OPERATION:

1. Connect a jumper cable from the LNB/LNBF to the "TO LNB" connection on the Satellite Finder.
2. Connect the cable from your satellite receiver to the "TO REC" input on the Satellite Finder.
3. Make sure your satellite receiver is on. The Satellite Finder's scale should be lighted at this time and the meter reading should be around 2.
4. Set your dish to the proper azimuth and elevation settings. (This information should be supplied with your dish.)
5. Set the Satellite Finder's scale reading to about 5 by adjusting the level control found on the face of the Satellite Finder. (Turning the knob clockwise will increase the reading.)
6. Peak the signal by slowly moving the azimuth and elevation of your dish. If the Satellite Finder's reading becomes full scale, adjust the level control knob to reduce the reading to around 5. (Turning the knob counterclockwise will decrease the reading.) Continue to move the dish until you have the highest possible meter reading.
7. Remove the jumper cable and Satellite Finder and reconnect the LNB/LNBF to your receiver.

### IMPORTANT NOTES:

- \* To avoid a continuous full scale reading, do not use the Satellite Finder directly in front of the dish.

Figure 13 - Sat Finder Manual

- 5.11 Confirm that your signal levels are correct:
- Select the **Satelio Infokanal** (Make sure you are on the **Satelio Infokanal**, playing Hitradio Namibia in the background)
  - Go to *Menu – Extras – Tunerinfo*
  - You will see two bar graphs. Ensure that the SIGNAL QUALITY and SIGNAL LEVEL are both above 80%. If your levels are lower than 80% peak again the dish. Only small adjustments are necessary.

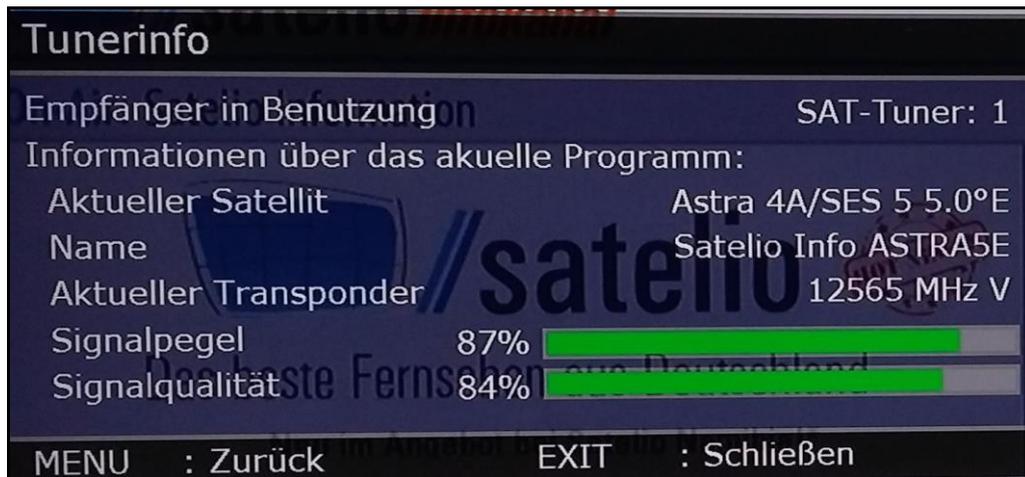


Figure 14 - Signal Level Indicator

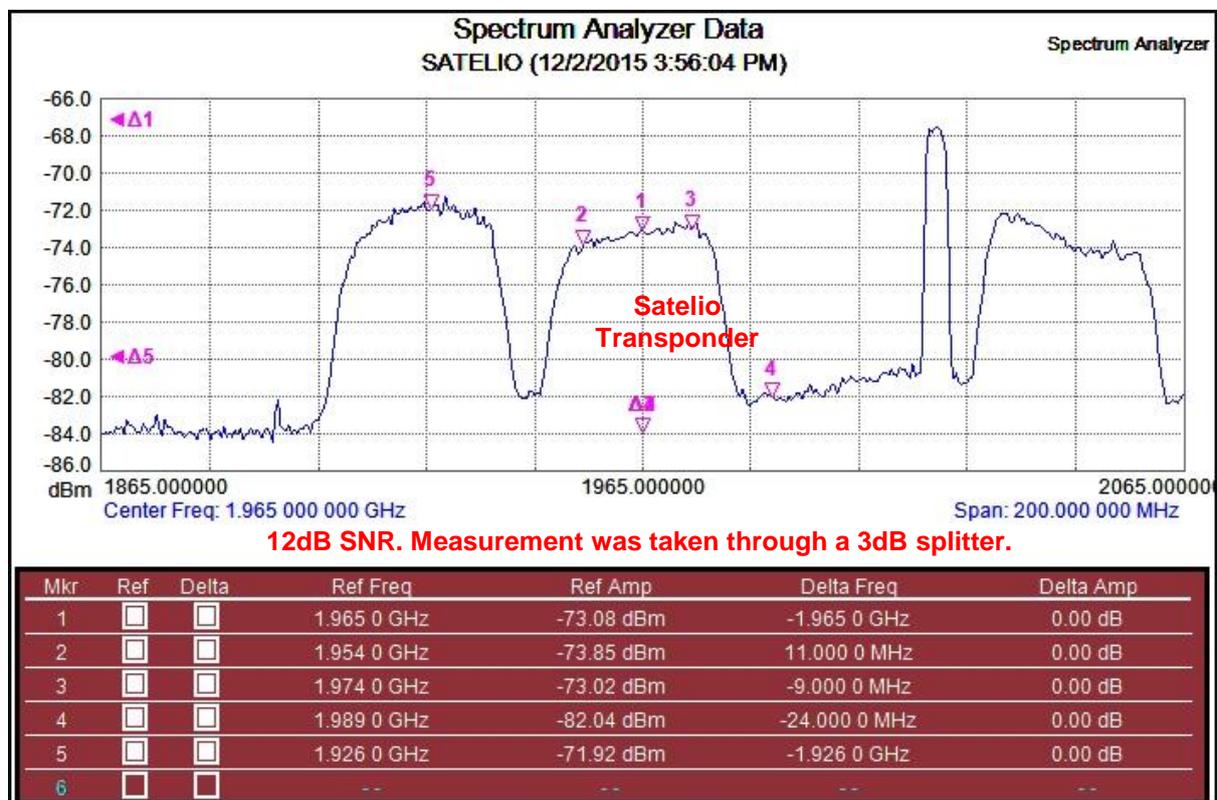


Figure 15 - Spectrum Scan - for advanced users only with professional test equipment

## 6. Channel List

You currently only have one channel playing, The Satelio Info Channel. Stay on this channel for a while. After a maximum period of 5 minutes an option will appear on screen, and will ask for confirmation to download the channel list.

**If the notification does not appear after 5 minutes, then turn the decoder off and on again.**

Press OK, else it will happen automatically after 30 seconds.

The channel list will be downloaded automatically over the air, via the satellite signal.

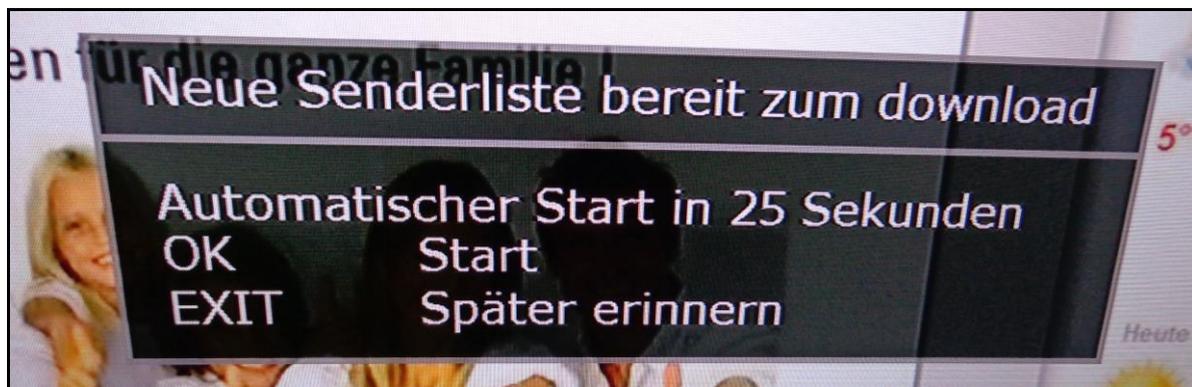


Figure 16 - Channel List Update

After the Channel List is downloaded the decoder will reset and you will have all channels available.

## 7. Possible Over the Air Software Upgrade

It might be that an automatic software update occurs. After a software update or a factory reset, the Local Oscillator Frequency is set again to its default value. So if you get a KEIN SIGNAL error message, first follow POINT 2 - The local oscillator frequency needs to be set in the decoder.

**Was something unclear, or is there a point that requires further explanation?**

**We would value your feedback as we are continuously improving this installation guide.**

**Please send us your suggestions to [namibia@satelio.com](mailto:namibia@satelio.com)**

## 8. Custom Configuration

There are some custom configurations that one can do.

**8.1 TV Format:** If you have an older 4:3 Format TV then change the video output format on the decoder, else the picture will look stretched. People look like the Cone-Head Family for example. Go to *MENU – Konfiguration, Audio, Video* : Under the option “*Format des Fernsehers*”, press the arrow on the remote facing right, select accordingly the correct format.

**8.2 Time:** If the time is not correct, then change the time zone on the decoder  
Go to *MENU – Konfiguration, Datum und Uhrzeit* : Under the option “*Zeitzone automatic*”, please check that it is set on **Namibia**, if not; please proceed in pressing the arrow on the remote facing right, and choose **Namibia** under the selection.

**8.3 Automatic Standby:** If the decoder switches automatically off after 4 hours, it is an energy saving function. To disable this:  
Go to *MENU – Konfiguration, Allgemein* : Under the option “*Standby Modus*”, press the arrow on the remote facing right, to change it from *Energiesparend* to *Normal*.

## 9. Error Codes and Possible Problems

9.1 **KEIN SIGNAL:** This means that the Satellite signal is not received by the decoder. It has nothing to do with your account status. There are three possible reasons for this error message:

- 9.1.1 The LNB Local oscillator frequency is not the same as set in the decoder. **Refer to Point 2**
- 9.1.2 The dish is not aligned. Realign the dish, but make sure you have a SAT FINDER. **Refer to Point 4 and 5.** Also check the LNB Skew. Also check the cable and LNB condition. If you like you can contact an installer listed under **point 10** on the page following.
- 9.1.3 There is really heavy rain in your area, and the clouds and rain drops block the signal. Normal rain should not affect the reception of Satelio with a 90 dish, as the fade margin for rain is very good.
- 9.1.4 In some instances we found also that the LNB was faulty that caused the **KEIN SIGNAL** error.

9.2 **KEINE BERECHTIGUNG FÜR DIESEN SENDER:** This means that your account is not active. You will however still receive the **Satelio Infokanal** and the Free-To-Air Channels. Please contact us at 061 444 300 to enquire why your account is not active.

If only **some** channels show the **KEINE BERECHTIGUNG FÜR DIESEN SENDER** error message then do a factory reset.

*Menu, Konfiguration, Werkseinstellungen, PRESS THE RED BUTTON*  
(not the power button, the RED button next to the green button in the middle of the remote)

*Please note:* After the decoder is switched on from the standby mode or a power cycle, it will show **KEINE BERECHTIGUNG FÜR DIESEN SENDER** for about 10 seconds. This is normal as the decoder needs to receive the decryption key via the satellite data stream. If this bothers you, you can opt to keep the decoder always on. Make sure to deactivate the automatic standby function with the following procedure:

Go to *MENU – Konfiguration, Allgemein* : Under the option “Standby Modus, press the arrow on the remote facing right, to change it from *Energiesparend* to *Normal*.

9.3 **ONLY A BLACK SCREEN:** First confirm that the right input on your TV was selected. Press *Menu*. The *Hauptmenu* will appear. If you do not see the *Hauptmenu* window you need to select the right input on your TV. If *Hauptmenu* appears and there is still only a black screen, then the decoder got stuck and needs a power reset. Pull the black power cable out, what 10 seconds and put it back in.

If this still did not help then do a factory reset.  
*Menu, Konfiguration, Werkseinstellungen, PRESS THE RED BUTTON* (not the power button, the RED button next to the green button in the middle of the remote)

9.4 **THE PICTURE HAS BLOCKS:** This means that the signal that you receive is corrupted. Most likely your dish is not correctly aligned. Refer to point 5.11 and verify the receive levels. Align the dish if the levels are too low.

9.5 **THE DECODER DOES NOT RECOGNISE THE USB STORAGE DEVICE:** Your storage device (i.e. flash drive, external hard drive etc.) needs to have a **FAT32** format. The decoder will NOT recognise the storage device if it has a **exFAT** or **NTFS** format. You need to format the drive to a **FAT32** format. You can use the application available at this link to format your device to **FAT32**.

<http://www.satelio.tv/files/hpusbfw-v2-2-3-exe/>

You can also use the format tool of the decoder.

*Menu – Konfiguration – PVR, Laufwerke – Formatieren*

If your decoder does not indicate **Neues USB Gerät erkannt** after you inserted the drive, then your hard disk is not compatible with the decoder. We observed this with some 1Tb hard disks. The most likely reason is that the hard disk requires additional power. You would require to purchase a powered external hard disk.

## 10. Installers in Namibia

If you have problems aligning the dish, or need technical on site assistance, contact one of the approved installers in the table below. The costs for the installers and hardware will need to be paid by the client themselves.

**Table 2 – Namibia installer list**

Town	Installer/Dealer	Tel	Email
Windhoek	Jac-Mat (premium Partner)	061 370 100	axel@jacmat.cc
Windhoek	Nick	081 124 6232	ssnick@mtcmobile.com.na
Windhoek	All Digital CCTV & TV Worx	081 122 0334 061 306 543	sales@tvworx.tv
Windhoek	Spies Innovative Electronics	061 224 151	spies@iway.na
Windhoek	Paulus	081 127 0068	
Windhoek	Andreas Brettschneider	081 244 0195	andys@iway.na
Windhoek	Alfred Nissen (Freddy)	081 320 2298	alfredheinznissen@gmail.com
Windhoek	Christo Mostert	081 247 9141	jadie@afol.com.na
Windhoek	Music House Electronics Americo Dawid	081 240 7133	
Okahandja	Sat-Dish Solutions	081 205 1530	okahandjasatdish@gmail.com
Coast Central	Robert Franclik TV and Audio	081 211 6167	robfransat@gmail.com
Coast Central	TV Link	064 40 6032	tvlink@mweb.com.na
Coast Central	Magiel Gouws	081 260 2258	coasat.inst@gmail.com
Coast Central	Sven Koegelenberg	081 717 2866	svenkoegelenberg@hotmail.com
Coast Central	George Thourob	081 239 8078	
Walvis Bay	TV TECHNICS Ian Taljaard	081 722 8295	
Walvis Bay	Lee's TV Repairs	064 207 239	lee.tv@mweb.com.na
Gobabis	Pieter Kotze	081 243 8809	easacc@africaonline.com.na
Tsumeb	Dieter Neumann (Decoder supply only)	085 258 0852	nsinfo@iway.na
Grootfontein	Stephen Weyand	081 247 5077	weyand@mweb.com.na
Luderitz	Atlantech	063 202 250	atlantec@mweb.com.na
Outjo	Ondu Radio	067 313 607	tiaan@onduradio.com info@onduradio.com
Outjo	Mutron Karla van Wyk	067 313 209 081 299 6240	mcoutjo@africaonline.com.na
Otjiwarongo	Alarmco	067 303 263	siegi@alarmconamibia.com
Otjiwarongo	TV Technics	081 245 6838	jacques.schlechter.na@gmail.com
Omaruru	Mackys auto electric cc Gerald	081 594 0722	gerold@iway.na
Otavi	Michael Atkinson	067 235 800	michael@atkin.biz
Otavi	Solarglo	081 445 7670 081 445 7669	solarglotrading@gmail.com

## 11. Installers in South Africa

If you are looking for an installer in your area, you can alternatively use the data base of OVHD South Africa. This DTH provider is broadcasting on the same satellite like Satelio. OVHD and SES Astra offer this web site to locate your nearest installer:

<http://ovhinstallers.co.za/>