

## Oyster Vision 3 Quickstart and Troubleshooting procedures

Follow these instructions if your Oyster is not behaving as it should, does not find the satellite or produces a weak signal. A system in perfect working order and in a strong signal area should locate the satellite in about 3 - 6 turns.

Firstly, confirm that the Oyster searches for the "Optus D3" satellite. This should be displayed while in search mode. If not, change it in the satellite menu; see your user manual for details.

Secondly, please confirm that the LNB skews into the correct position for your area.



Above is a picture of an LNB in the parking position. Notice the 2 coax cables pointing to the 9 o'clock position. The LNB should move into this position when the dish is retracting AND move out of that position when the dish is opening. This is critical!



Above is a picture of an LNB in the 7 o'clock position, which is the correct position for the East Coast of Australia.

Note that the LNB position is different for different regions. The position for Perth e.g. is around 5:30

With the movement of the LNB confirmed retract the system and perform a factory reset:



Buttons from left to right: **Dish, Left Arrow, Right Arrow, Tick**



### **Factory Reset:**

1) Switch the Oyster on. As it opens, press the Tick button. On your screen you see "Main Menu". Press the Tick button again. Now you see "Settings". Press and hold the Left Arrow button, press the Tick button and release both simultaneously. On your display you will see "Service menu" for a split second, followed by "back". You are now in the Service Menu.

2) Press the Left Arrow until you see "V3eeprom init". Press the Tick button twice. The system will display "initialising" and then "stored".

3) Later software versions have the option to reset the eeprom: Press the Left Arrow until you see "V3eeprom reset". Press the Tick button twice. The system will display "resetting" and then "stored".

If your software version does not offer this option, disregard point 3 and continue with point 4. (Get your software updated when you are home. This update is NOT critical but certainly beneficial.)

4) Press the Left Arrow button until you see "Model selection". Press the Tick button. It should display "Oyster Vision 3". If "Oyster Vision 3" is not displayed, change it to "Oyster Vision 3" by pressing the Right Arrow button. Press the Tick button followed by the Left Arrow button to store the selection.

Now you are done in the Service Menu. Press the Dish button (very left) to return the Main Menu. Now perform a location search as per below. If you system is already displaying "Main menu" start at point 2.

### **Location search:**

1) To perform a location search while the system is searching for the satellite (ie "going around"), press the Tick button at any time. This stops it and "Main Menu" is being displayed.

2) Press the Right Arrow button until you see "Location". Press the Tick button. Now press the Right Arrow button until you see the location closest to you. Select it by pressing the Tick button, it will display "stored" and jump back to "Location". Now press the Left Arrow until you see "Automatic Search". Press the Tick button to perform an automatic search to find the satellite.

**Important:** If you ever stop the system to perform an automatic search manually, make sure to check and change the location first as per point 2 ff.

Also note that if you ever get stuck or lost in a menu, press the Dish button. This will either take you back to "Main menu" or retract the system to start over.