

SPACEHD

HD DIGITAL SATELLITE RECEIVER



DSD320-N

USSD Activation & Reactivation Guide



Helpline: 0861 40 41 42 • WWW.SPACETV.CO.ZA

PURPOSE AND BACKGROUND:

- Sentech has developed a USSD (*Unstructured Supplementary Service Data*) application that enables the installer in the field to activate an STB (set top box) by dialling the USSD string from their mobile phones. This can be done for either an STB that is cardless OR an STB that contains and needs to be paired and activated with a smartcard.
- Instead of the installer using the **Sentech Intsall app** or calling the **Sentech Call Centre**, the installer would use the USSD application for use of use when activating an STB especially if signal or internet connection on your mobile device is not great as.

HOW TO USE:

The installer would follow these steps from their mobile device:

- Dial the USSD string from their mobile device: ***120*7303#**
- Next is the installer would be prompted for Activation OR Re-activation.
- The installer would need to have the following information on hand:
 - Smartcard number
 - CAS ID / Decoder number
 - ID number
 - Name and surname
 - Physical address
 - City
 - Postal code
 - Cell phone number

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QUESTIONS:

What is the USSD string to dial from my mobile phone?

***120*7303#** followed by the 'green dial button'.

How long do I have to do an activation from start to end?

The installer has a 3 minutes period from start to end to complete all required fields for STB activation or re-activation. It is advised that the installer have all the required information ready and on hand.

What if I get disconnected?

If you get disconnected during the 3 minute period, your session and progress is stored. You then have to redial the USSD string where you will be able to continue where you left off. If the 3 minute period lapses, your session resets and you start from scratch.

What alternative do I have instead of using USSD?

The installer can use the **Sentech Intsall app** or call the **Sentech Call Centre** with the required information.



SENTECH:

Call Centre: 0860 736 832

WhatsApp: 060 062 5458

Email: support@sentech.co.za

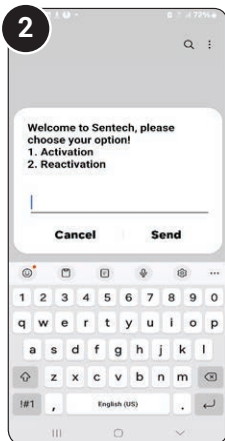
Website: www.sentech.co.za

Sentech USSD Activation String:



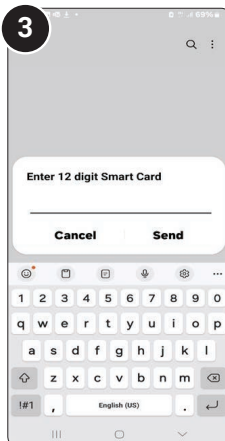
- Dial *120*7303# from your mobile.

Activation and Reactivation Options:

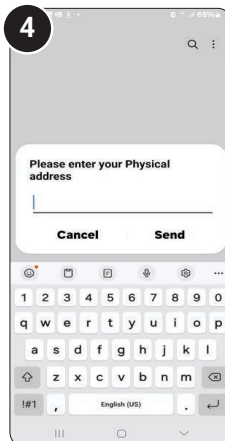


- Choose 1 for activation (first activation).
- Choose 2 for reactivation.

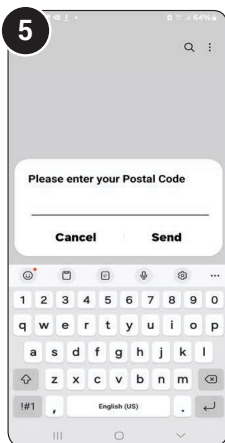
Enter 12 Digit Smart Card Number:



Enter the Physical Address:



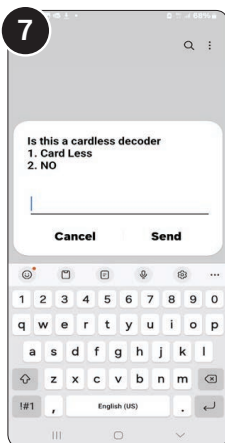
Enter the Postal Code:



Enter the Cell Phone Number:

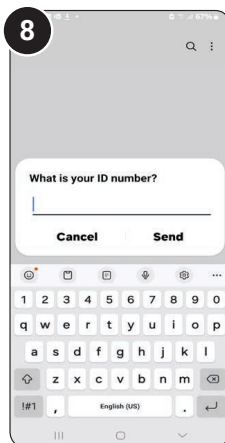


Enter Cardless or Carded STB:



- Choose Cardless (1)

Enter Beneficiary ID Number:



Enter Beneficiary City:

9

What is your City?

Cancel Send

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m

English (US)

Enter Name & Surname of Beneficiary:

10

Name and Surname

Cancel Send

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m

English (US)

Enter Cell Phone Number:

11

What is your cell phone number?

Cancel Send

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m

English (US)

Contract Created and Activation is Successful:

12

1 2 3
4 5 6
7 8 9
* 0 #

Contract Created. Thank you.
OK

• "Contract Created. Thank you" means the activation is successfully activated.

Error or Session Ended Message:

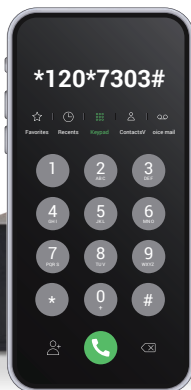
8

1. Re-try
2. Quit

Cancel Send

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
z x c v b n m

English (US)



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- **Option 1:** allows the user to resume the activation process.
- **Option 2:** quits and the user has to start from the start.

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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freevision

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