

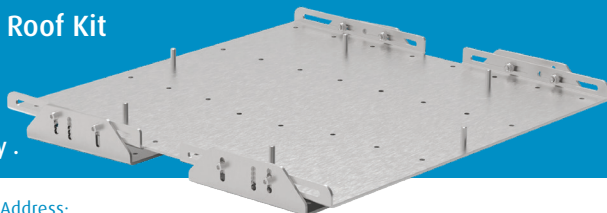
MAXVIEW



SAT01/50G Scope 50 - Satellite System Installation & User Instructions

Scope 50 Mounting Ridge Roof Kit
Instructions included
(Page 8)

Available to purchase separately .



UK contact:

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Email: support@maxview.co.uk
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Address:

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PLEASE READ BEFORE INSTALLATION

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Introduction

Please read these instructions fully before using the antenna for the first time. The operation of the antenna has been designed to be as simple as possible however should you require any technical assistance please contact Maxview customer service on +44 (0)1553 811000 or visit www.maxview.co.uk.

Proper Use & Operation

The Scope 50 is designed to be installed in a motorhome, caravan or horsebox to automatically locate a television broadcast satellite when the vehicle is stationary. The system comprises of 2 main components.

1. The Antenna which is to be permanently mounted externally to the roof structure of a motorhome/caravan/ horsebox. The construction of the roof structure should be suitably robust and have no protruding obstacles
2. The Control Box is designed to be mounted internally in a cupboard. This controls the antenna unit through a cable connection and is powered by 12v DC only.

Use of the equipment for any other purpose than the one specified is not permitted and will invalidate the guarantee.

All instructions and models are subject to change. In accordance with policy of progressive product, the company reserve the right to alter specifications.

Safety Precautions

Read this manual carefully and become familiar with your satellite antenna. Understand its applications, its limitations and any hazards involved. Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury. Maxview declines all responsibility in the event of incident or accident if they are due to a non observation of the installation instructions or the way the product is used.

No modifications are permissible to the Antenna Unit or Control Box.

Installation

- Installation should be carried out by a competent person
- Take care when working at heights keeping work area clean and tidy to avoid hazards
- Use creeper boards where necessary to ensure roof construction can support your weight
- Use a recommended adhesive from page 5 to bond the antenna unit to vehicle roof and follow the manufacturer's instructions during application
- Do not travel until adhesive has cured noting that curing times vary with weather conditions
- Power tools should be used in accordance with manufacturer's instructions
- All electrical work should be carried out by a competent person. If in doubt seek advice from a qualified electrician
- The Control Box is for internal use only and is not waterproof

Operation

- Before starting your journey check that antenna is in the park position
- The maximum speed of vehicle with antenna mounted on roof is 81mph (130km/h)
- Never operate the antenna if someone is in close proximity of the antenna
- Disconnect power to the antenna before installation or adjusting LNB skew angle
- If high winds or electrical storms are anticipated lower antenna to park position
- Maintain adequate ventilation around the Control Box to avoid overheating
- Do not allow children to operate the antenna unit
- Remove Control Box fuse before accessing the roof space around the antenna unit
- Do not operate the Scope 50 with snow or ice on the antenna

Servicing

- If in the event that you do experience a problem with the system call Maxview Customer Service +44 (0)1553 811000 with your model & serial number to hand
- Any inspection or repair must be carried out by Maxview or an appointed representative of the manufacturer
- No regular maintenance required on the system
- Do not remove cover on Antenna or Control Box
- Do not use solvent or abrasive cleaning agents on the system
- Use a soft damp cloth to clean the Control Box
- Use a suitable mild detergent to clean the Antenna Unit
- Do not pressure wash the Antenna Unit
- Check the Antenna Unit fixings for mechanical integrity at least once a year

Installation

Application Example



A. Antenna

The Antenna is mounted to the roof. It uses electric motors to scan for satellite signals. This system is a single LNB variant and has 2 cable connections; 1 for controlling the motors and 1 satellite signal cable from the single LNB.

B. Control Box

The Control Box requires wired connections for power, antenna control and satellite signal. It can be mounted discretely in a cupboard and can be fixed vertically and horizontally. This can then be controlled directly from the Control Box or using the Scope 50 App.

Product contents

- | | |
|---------------------|--------------------|
| > Antenna Unit | > Accessory Pack |
| > Control Box | > No.10 Screws x 6 |
| > Cable Entry Plate | > No.6 Screws x 2 |
| > LNB Park Plate | > Cable Clips x 6 |

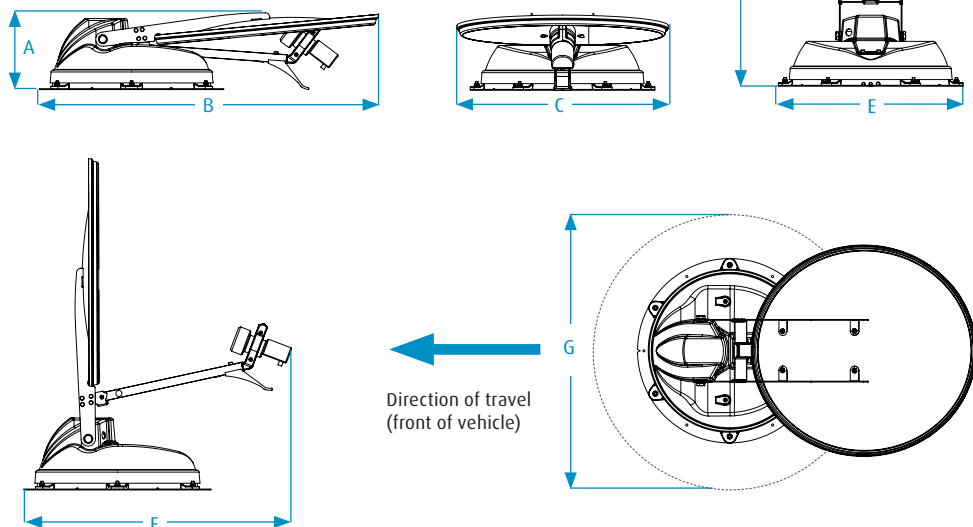
Required tools and equipment (not supplied)

- | | |
|--|--|
| > 32mm hole saw | > Conduit (recommended method for securing cables) |
| > 2.5mm twist drill | > Automotive 2.5mm ² cable |
| > Power Drill | > Electrical connector block |
| > No.2 Phillips screwdriver | > Flylead (for connection to satellite receiver) |
| > Weather Resistant Elastic Adhesive* and Applicator gun | |
| > Surface Cleaner | *Maxview recommends the following adhesives: |
| > 10mm spanner | > Sikaflex®-522 Caravan |
| > Hexagonal socket key 4mm | > Geocel® Geobond HM |
| > Deburrer/Round File/Emery paper | > Sikaflex®-252 |

Selecting an Installation Location

Positioning the Antenna Unit

- > Check for obstructions such as roof lights and vents
- > Check for electrical cables beneath screw fixing points
- > Check Antenna Unit cables will reach Control Box (Maxview can supply extended cables).
- > Do not allow the dish to overhang the edge of the vehicle
- > Clearance around antenna system when in use is shown with reference G



Key dimensions (cm).

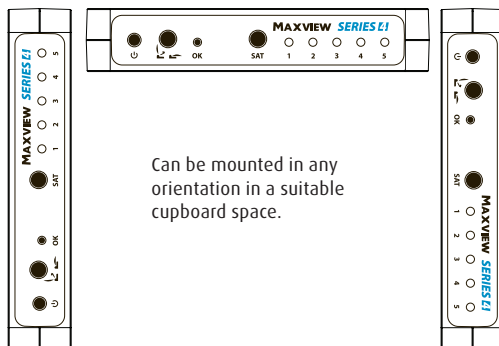
- | | |
|-------|----------------------------------|
| A: 17 | D: 77 |
| B: 79 | E: ø43 (Mounting plate included) |
| C: 50 | F: 60 |

G: 94 (Clear of obstructions to allow dish to spin)
System weight 8.7kg

Positioning & Mounting Control Box

Site the Control Box in a convenient location where:

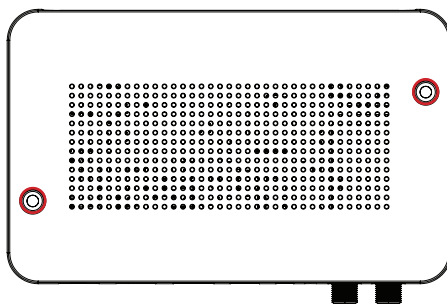
- > User can control the unit with the control box
- > Front and rear connections are accessible
- > Cables can be routed and concealed neatly
- > There is an electrical supply of 12V dc permanent and ignition
- > There is adequate ventilation
- > The Control Box is not encased with metal
- > Material construction and thickness is suitable for fixings



Can be mounted in any orientation in a suitable cupboard space.

Once a suitable position has been located follow these steps:

1. Place Control Box on the horizontal or vertical surface & mark the 2 holes through the plastic covering (marked in red)
2. Depending on material drill a pilot hole or use a bradawl
3. Screw Control Box into position using 2 x No. 6 x 32mm Screws
4. Attach cables to Control Box once the antenna has been installed. Also reference page 13 for further details.



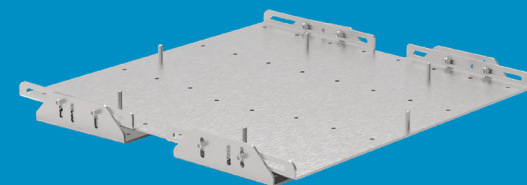
Optional Mounting Kit - Not Included

SAT01/50KIT -Scope 50 Mounting Ridge Roof Kit

Specifically designed plate that can be fitted to the ridged roofs found on many campervans.

Includes all required mounting accessories. Adjustable feet gives universal sloping ridge roof types.

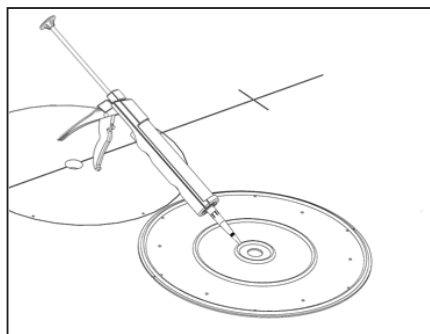
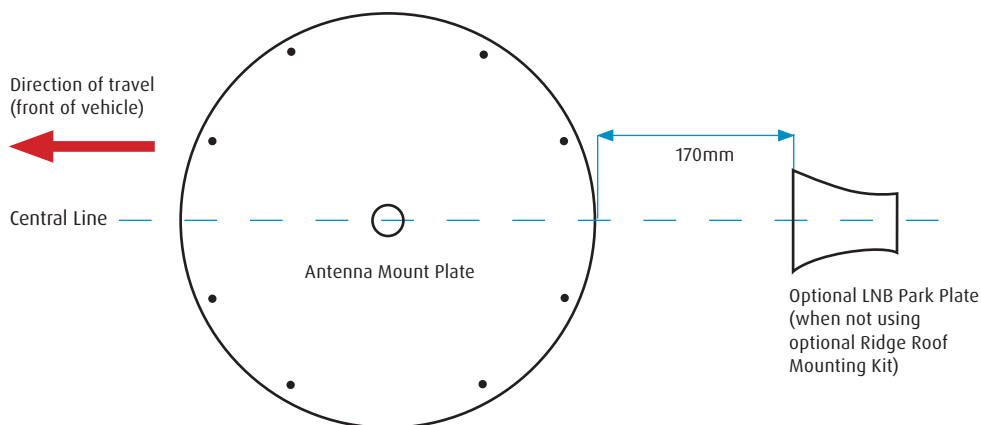
If you have purchased this kit please see page 8.



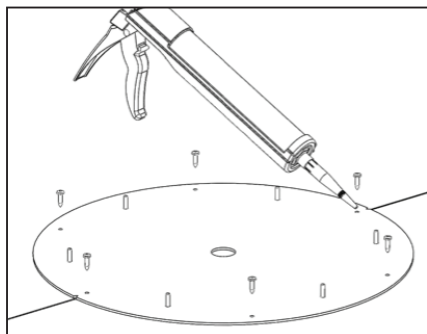
Optional Mounting Kit not required? - Then please continue over page >

Attaching the supplied Antenna Mount Plate

1. Remove Antenna Unit from wooden transit packaging
2. Remove mounting plate from Antenna Unit by removing 6 x M6 nuts using 10mm spanner
3. Clean roof, Mounting Plate in accordance with adhesive manufacturer's guidelines
4. Mark a centre line for the antenna making sure dish will not overhang vehicle
5. Align notches on plate with centre line
6. Mark the position of 6 screw fixing holes
7. Drill 6 x 2.5mm pilot holes into the roof



8. Apply adhesive to entire surface of Antenna Mounting Plate and firmly place them into position.



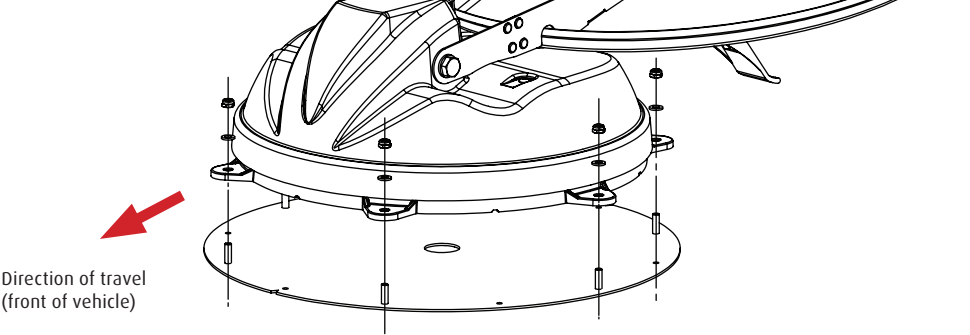
9. Place a small amount of adhesive into each hole before screwing plate to roof.
10. Wipe off excess adhesive with a cloth.

Note:

- Follow manufacturer's instructions when applying adhesive
- Do not travel until adhesive has cured noting that curing times vary with weather conditions
- Take care when working at heights. Always follow ladder manufacturer's safety advice
- Use creeper boards where necessary to ensure roof construction can support your weight
- Power tools should be used in accordance with manufacturer's instructions

Attach Antenna Unit to Mounting Plate

Carefully lower the Antenna Unit onto the Mounting Plate and re-attach the M6 Nuts and Washers that were previously removed.



Caution:
Replace Nylon locking nuts if they have been removed more than twice. The locking action of the Nylon becomes less effective if repeatedly assembled and disassembled.

Once complete - please skip to page 11

Optional Mounting Kit - Not Included

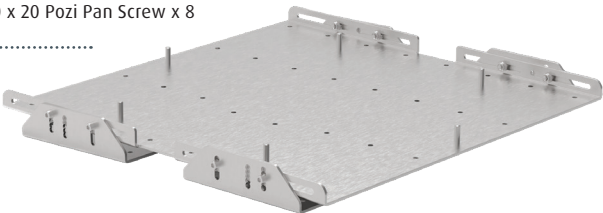
SAT01/50KIT Scope 50 Mounting Ridge Roof Kit Mounting Instructions

Product contents

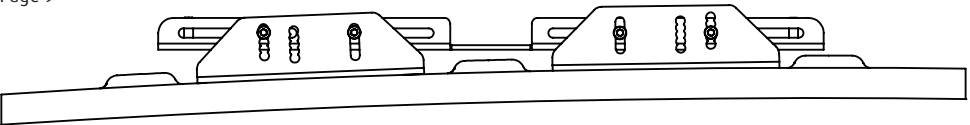
- > 50cm Raisher Bracket Foot x 2
- > 50cm Raisher Bracket Base Plate x 1
- > M6 Nyloc Nut x 8
- > M6x16 Cap Head Bolt x 8
- > 6mm Washer x 16
- > No.10 x 20 Pozi Pan Screw x 8

2 applications available to suit your vehicle type and application.

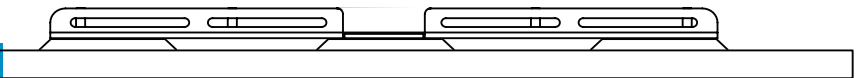
Choose 1 from below.



Option 1 - With Roof Runners - For sloping roofs
Page 9

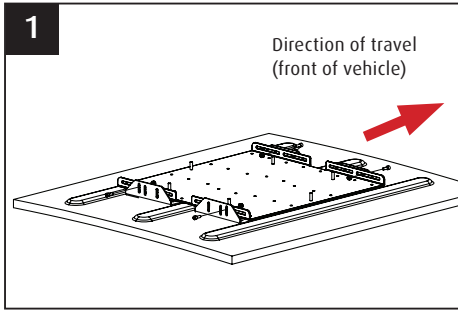


Option 2 - Without Roof Runners - For level roofs
Page 10



Option 1 – Mounting with Roof Runners & Mounting Plate

1. Remove antenna unit from wooden transit packaging.
2. Remove circular mounting plate from antenna unit by removing 6 x m6 nuts using a 10mm spanner.
3. Discard and recycle (if facilities available) circular mounting plate.
4. Clean roof and Ridge Roof mounting plate parts in accordance with adhesive manufacturers guidelines.

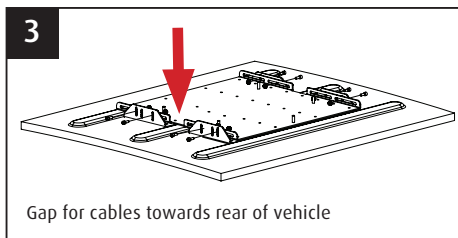


Assembly

5. Assemble the three parts of the Ridge Roof mounting bracket, the 2 roof runners and the mounting plate by using 4 screws in the top slot of the fixed position screw holes.

The roof runners should be arranged such that the fixed position holes are on the outside of the assembly. Leave the nuts loose so the roof runners can pivot freely.

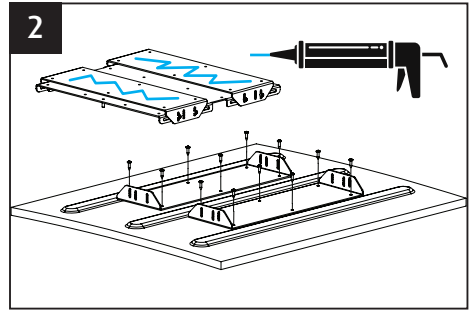
Please note direction of travel.
Place plate position as per the image above.



10. Refit the top mounting plate back onto the roof runners, starting by refitting the original 4 screws into the circular holes in the roof runners.

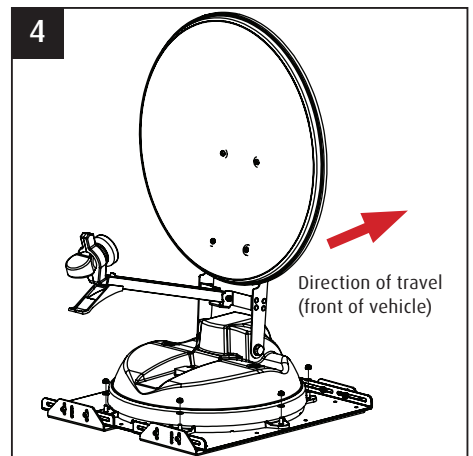
Do this such that the mounting plate is as low as possible without touching the roof and as level as possible. Ensure the notch in the mounting plate for the cables is facing the rear of the vehicle.

11. Add an additional 4 screws into the other smooth fixing slots for a total of 8 fixing screws.



Fit

6. Test the bracket on the roof in the desired location, ensuring there is enough room for the dish when parked.
7. Apply adhesive to the bottom of the roof runner parts and place the bracket back in the desired location. The roof runners should pivot on the screws to match the curvature of the roof.
8. Undo the 4 screws holding the mounting plate in place.
9. Screw the roof runners to the roof using the relevant holes in the bracket. Allow adhesive to set.

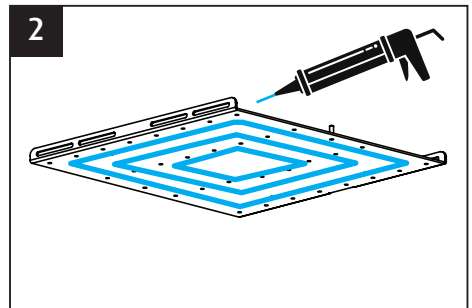
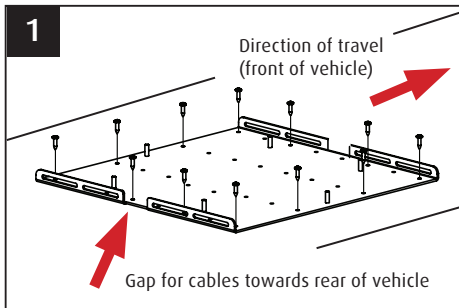


Fitting Head Unit

12. Place the head unit onto the mounting plate and fix with 6 M6 nuts.

Option 2 – Mounting with Mounting Plate only

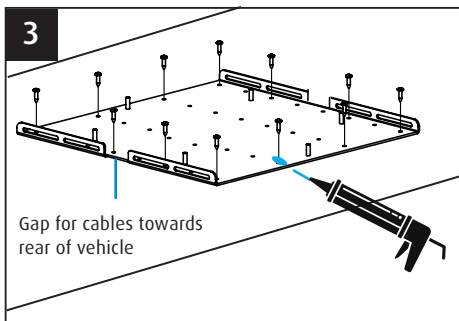
1. Remove antenna unit from wooden transit packaging.
2. Remove circular mounting plate from antenna unit by removing 6 x m6 nuts using a 10mm spanner.
3. Discard and recycle (if facilities available) circular mounting plate.
4. Clean roof and Mounting plate in accordance with adhesive manufacturers guidelines.



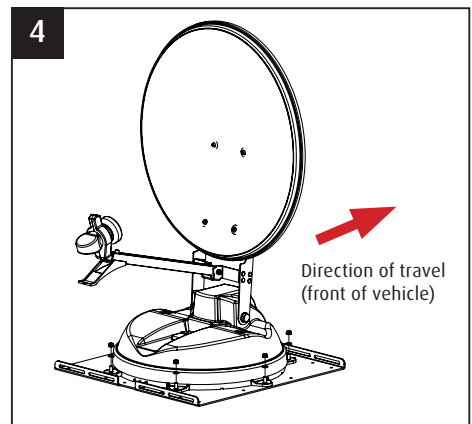
Fit

5. Mark a centre line for the antenna making sure dish will not overhang vehicle.
6. Mark the position of 12 screw fixing holes (Image shows screw positions).
7. Drill 12 x 2.5mm pilot holes into the roof.

Please note direction of travel.
Place plate position as per the image above.



9. Place a small amount of adhesive into each hole before screwing plate to roof.
10. Wipe off excess adhesive with a cloth.



Fitting Head Unit

11. Place the head unit onto the mounting plate and fix with 6 M6 nuts.

Note:

- Follow manufacturer's instructions when applying adhesive. Do not travel until adhesive has cured noting that curing times vary with weather conditions
- Take care when working at heights. Always follow ladder manufacturer's safety advice
- Use creeper boards where necessary to ensure roof construction can support your weight
- Power tools should be used in accordance with manufacturer's instructions

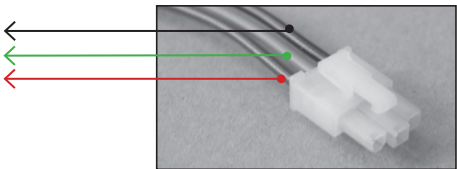
Electrical Installation

Whilst the adhesive is curing prepare the electrical connections for the Control Box. The Control Box requires a permanent 12V supply and a secondary 12V supply that provides power when the engine of the vehicle is running. Note: the brake light circuit is not suitable.

It is recommended to create a new circuit direct to the battery using a minimum cable cross sectional area of 2.5mm and an inline fuse of 5A. Do not connect to existing circuits that supply high power devices such as water pumps, air conditioning units or sources of interference such as electric igniters for gas stoves. Route cables carefully avoiding areas of excessive heat such as exhaust systems and any moving parts in the engine compartment or drive shafts.

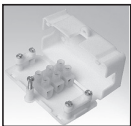
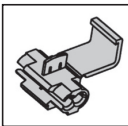
Power Cable colours:

- Black Negative Earth
- Green Ignition (+12V)
- Red +12V



Join Power Cable to new circuit using a robust connection method such as...

- Crimp connectors
- Screw terminal connector block
- Snap fit automotive tap connectors



Caravans

Power can be taken directly from the leisure battery on the caravan. The ignition cable should be connected to the ignition key circuit which can be traced using the charts below. The caravan will either be fitted with the 13 Pin Euro Connector or have two 7/8 Pin connectors.

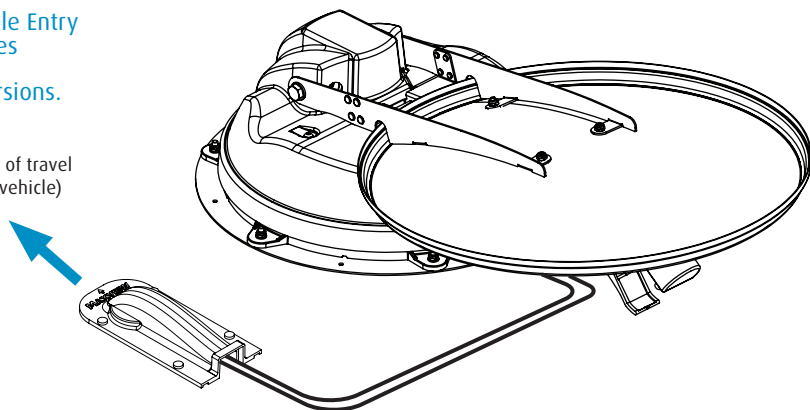
Terminal No.	Function	13 core wire colour
13 Pin Euro Connector		
1	Left Hand Indicator	Yellow
2	Rear fog light(s)	Blue
3	Earth for contacts 1 to 8	White
4	Indicator	Green
5	Side lights, marker lights & number plate light	Brown
6	Brake lights	Red
7	Left Hand Side lights, marker lights & number plate light	Black
8	Reversing light(s)	Pink
9	Positive direct from battery (Power)	Orange
10	Positive ignition key on (Fridge)	Grey
11	Earth return for contact 10	White/Black
12	Signalling connection to trailer	White/Blue
13	Earth return for contact 9	White/Red
12S 7 Pin Connector		
1	Reversing light(s)	Yellow
2	Positive ignition key on (Battery Charging)	Blue
3	Earth	White
4	Positive direct from battery (Power)	Green
5	Reverse Sensor (Optional)	Brown
6	Positive ignition key on (Fridge)	Red
7	Earth return for contact 6	Black

Caution: All electrical work should be carried out by a competent person. If in doubt seek advice from a qualified electrician.

Positioning Cable Entry Cover and Cables

For all plate versions.

Direction of travel
(front of vehicle)



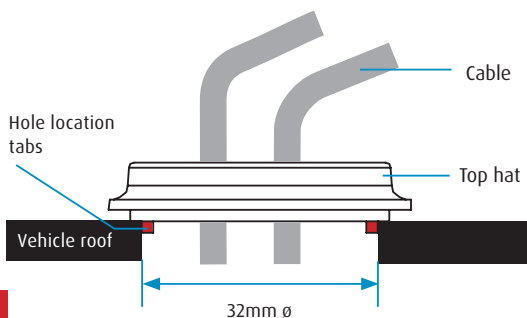
Note: To prevent trip hazards it is recommended that cables are concealed in PVCu conduit (not supplied) where access is required to the roof of the vehicle.

Caution:

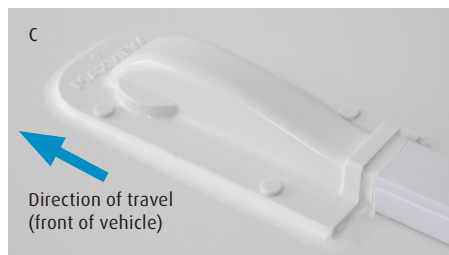
Before driving vehicle on a highway ensure adhesive has cured. Check all fasteners are secure.

Installing Cable Entry Cover

1. Plan your installation carefully
2. Drill a 32mm $\varnothing$ hole in roof
3. Prepare surface for adhesion
4. Apply sealant as shown in A,B,C (we recommend Sikaflex-512 Caravan)*
5. Position top hat
6. Position cable entry cover
7. Wipe excess sealant with a dry cloth



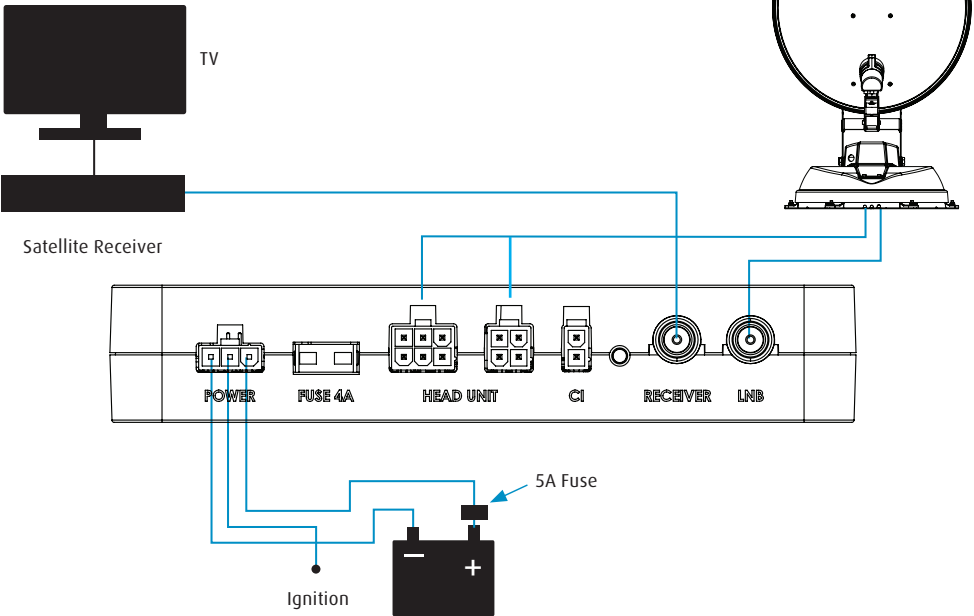
Please note - white version shown for illustration purposes only.



 = Generously apply wet seal adhesive

Connection Diagram

Rear of Control Box



Connecting to a Satellite Receiver

The satellite cables must connect to the Control Box. The Control Box will then output this signal through the F connector marked 'RECEIVER'. In order for the satellite signal to pass through the Control Box the power must be on.

Control Box Features

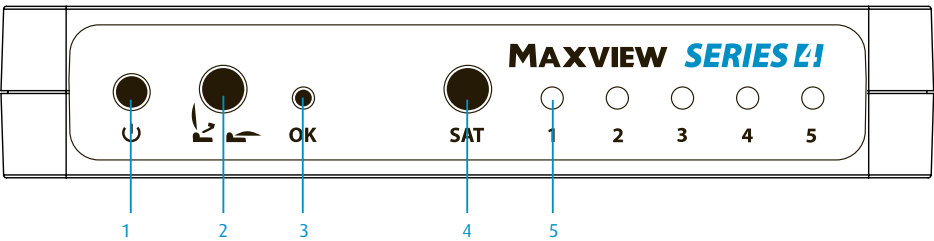
Front of Control Box:

1. Power Switch

2. Raise and Park System
3. OK LED

4. Choose Satellite
5. Satellite Selected LEDs

Reference page 21 for further interface information



Skew Adjustment:

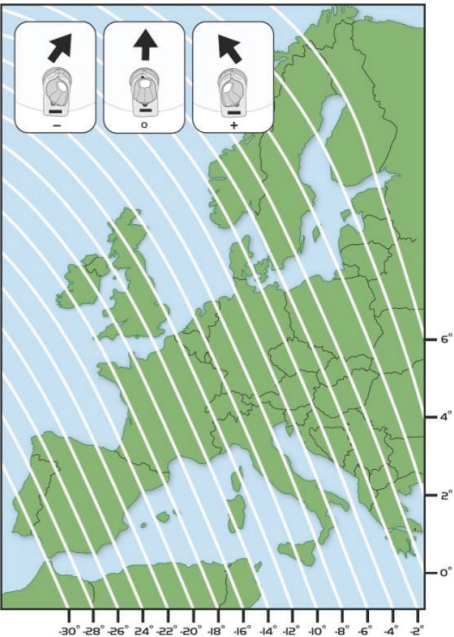
Skew adjustment requires rotation of the LNB in order to improve signal quality at the edge of a satellite footprint.

As this product is not fitted with an automatic skew, this adjustment must be completed by hand* using the appropriate skew angle map.

*Caution: Follow general safety advice on page 3 when carrying out manual skew adjustment.

If you have any further questions regarding manual skew adjustment, please contact Maxview Customer Services on +44 (0)1553 811000 or visit www.maxview.co.uk.

Astra 2 - 28.2°



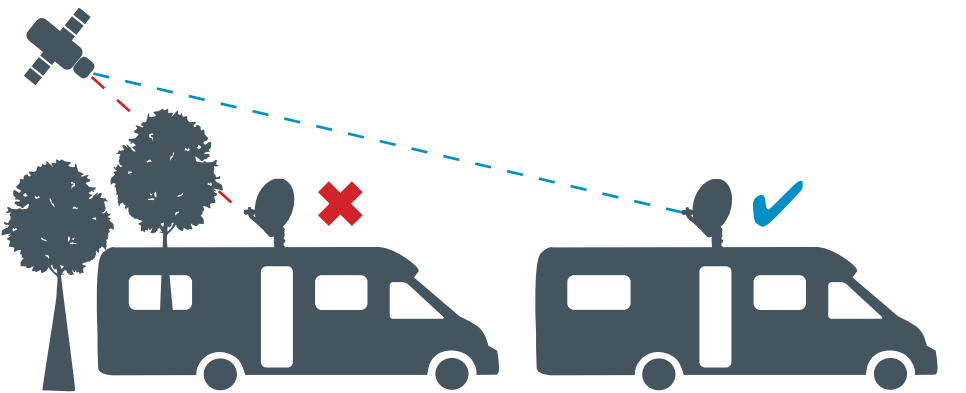
Astra 1 - 19.2°



Finding a Satellite

Before starting, check there is a clear line of sight to the southern sky. All television broadcasting satellites have a geostationary orbit which means their location is fixed above the earth's equator.

Satellites also have a limited range of transmission so use the Zone maps included in the appendix to check your location is suitable for reception. If your location is near the limit of reception it is recommended to adjust the skew angle of the LNB to maximise signal quality and strength (see page 14 the for details).



Note: The Scope 50 works independently from a Satellite Receiver. Therefore, any satellite receiver can be used. Ensure the TV and Satellite Receiver are connected in accordance to the manufacturer's instructions.

Reference

5 pre-programmed satellites as standard* (Astra 1, 19.2°, Astra 2, 28.2°, Astra 3, 23.5°, Hotbird 13° & Thor 0.8°)

Ref	Satellite	Notes
1.	ASTRA 19	
2.	ASTRA 28	For UK English channels. Eg. BBC, ITV, Channel 4 etc etc
3.	ASTRA 23	
4.	HOTBIRD	
5.	THOR	

*Satellite downloads (other satellite packages available using the Maxview Scope 50 App.)

Controlling the Scope 50 with the App on your mobile phone

DOWNLOADING & INSTALLING THE APP

The Maxview Series 4 Satellite App is available on all Apple and Android portable devices (phones and tablets) running operating systems iOS 10 or later or Android 6 or later.

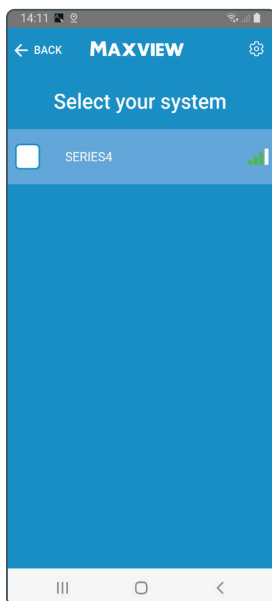
The App is available to download from the App Store (iOS) and the Play Store (Android).



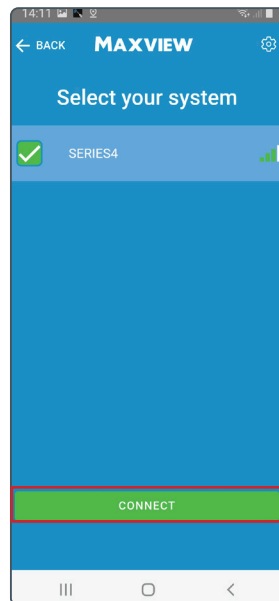
PAIRING PROCESS - CONNECTING YOUR APP TO YOUR CONTROL BOX



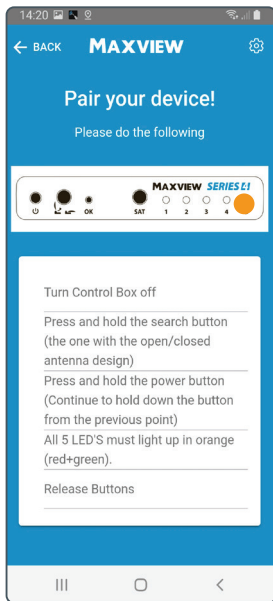
Ensure your control box and bluetooth is turned on and open up the App then click 'Connect to your System'.



Tick your control box.



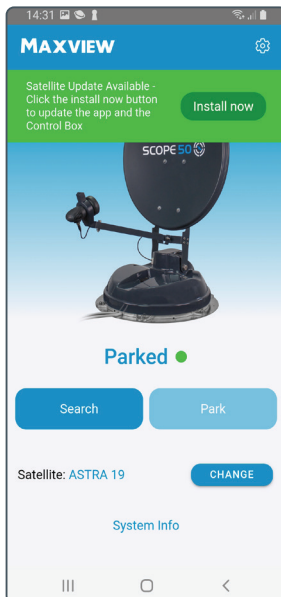
Then press 'Connect'.



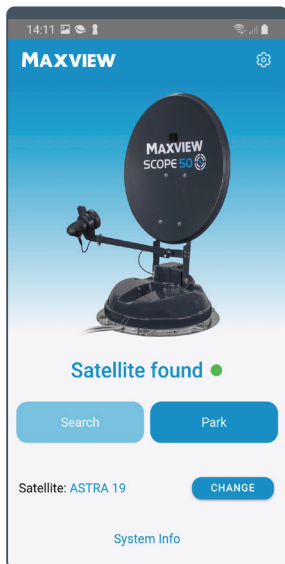
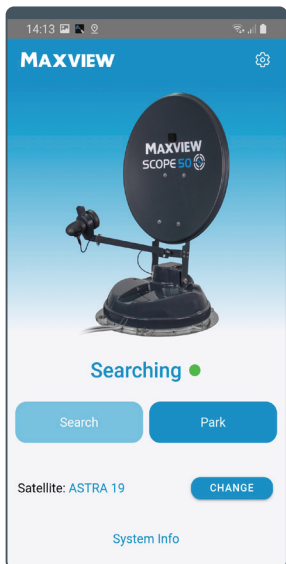
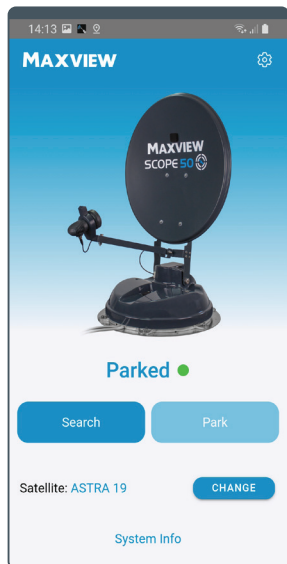
Follow the instructions, then after you are shown an Orange LED on position 5, the App and Control Box should pair and you will be taken to the main screen.

UPDATING THE APP DATABASE

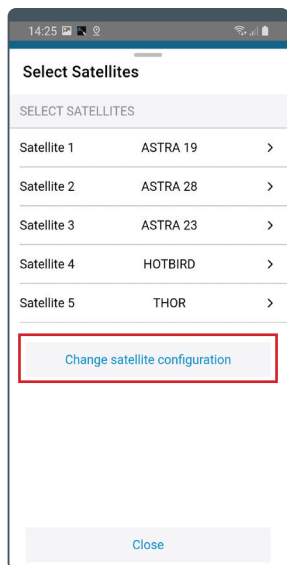
If any Satellite setting updates are available, please click 'Install Now' to update the App's internal database with the latest settings.



USING THE APP

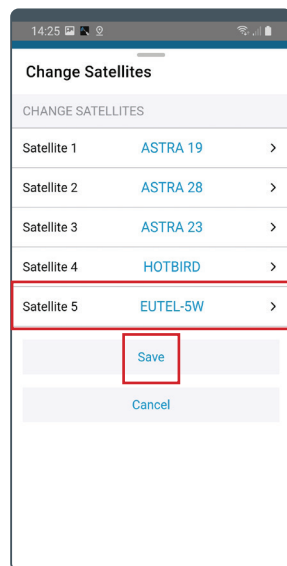
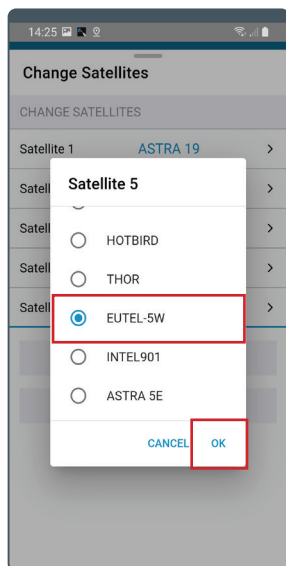
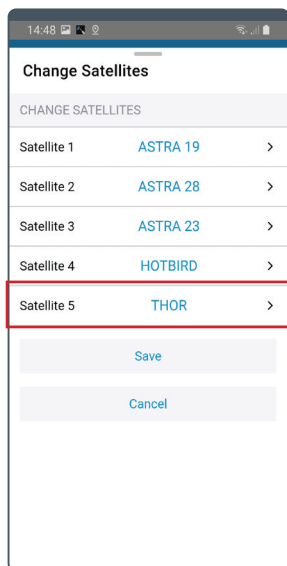


Use the 'Search' and 'Park' to lock on to a satellite and park the system respectively. Press 'Change' to switch satellites, or System info for more information on the App.

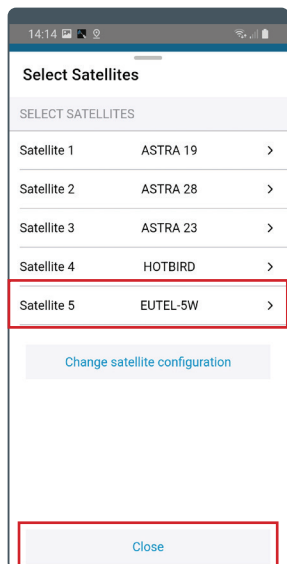


To search for a different satellite of the 5 already stored on the Control Box, simply click on the relevant satellite name and the unit will search for that satellite.

To choose a satellite to lock on to that is not in the list, click 'Change satellite configuration'.



Above you can see the 5 default satellites. Click on the one you would like to change and you will be given a list of all available options. After selecting one and clicking 'OK' you will see it has been added to the list. Click 'Save' to return to the previous page.

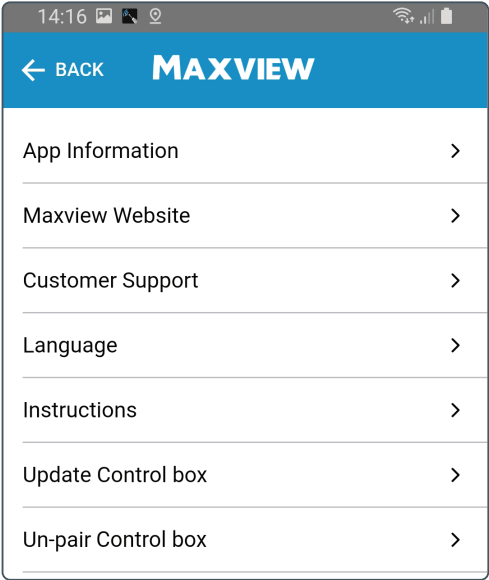


Now you can see that Satellite 5 has been replaced with EUTEL-5W. Press 'Close' to go back to the main App page.

SETTINGS

Pressing on the Gear in the top right of the main page will take you to the settings page for more useful information, control box firmware updates and un-pairing.

Note: The Control Box must be turned on and paired to your device to use all settings features.



App Information

A brief summary of the App.

Maxview Website

Links you to the Maxview website (internet connection required).

Customer Support

Details to contact Maxview Customer Support.

Language

Change the language on the App.

Instructions

A digital version of this instruction manual (internet connection required).

Update Control Box

Performs a manual check for updates to your current firmware and satellite pack (internet connection required).

Un-pair Control Box

Un-pair the current device so a new device can connect to the Control Box.

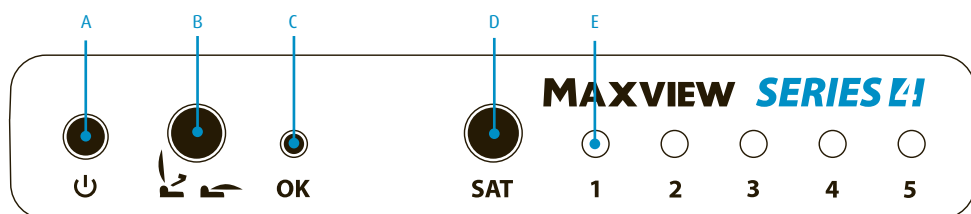
Controlling the Scope 50 with the Control Box

USING YOUR CONTROL BOX

To maximise performance we recommend using the Maxview Satellite App, available on iOS & Android. If this isn't possible the system can be controlled using the Control Box interface, using the below guidelines.

Note: When using the App, the Control Box interface can be used to override App commands at any time.

Using the Control Box interface



A. Power

B. SEARCH - Press and release

PARK - Press and hold for 3 seconds

C. Satellite found LED (green FOUND)

D. Select satellite

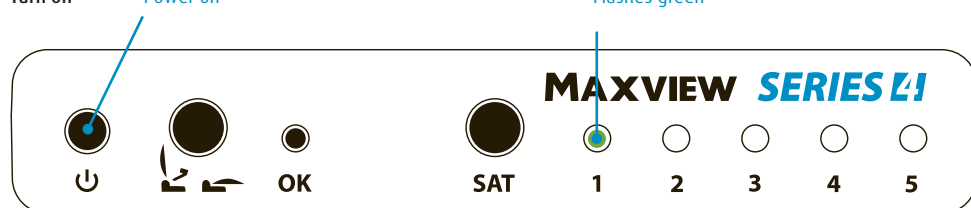
E. LED shows you which satellite is selected

How to operate your system

Turn on

Power on

Flashes green

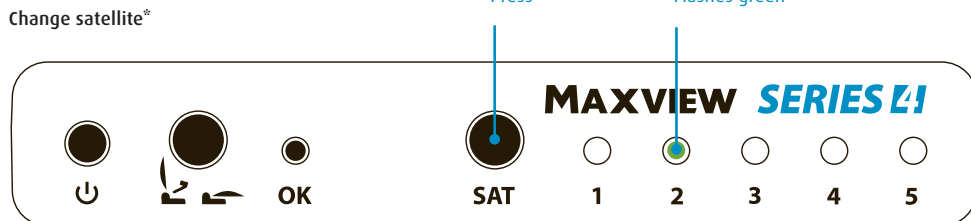


Press and hold Power On switch for 3 seconds to power up. The LED flashes green on the last satellite you selected.

Change satellite*

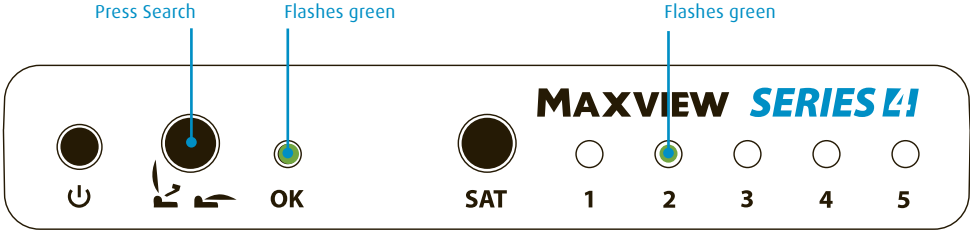
Press

Flashes green



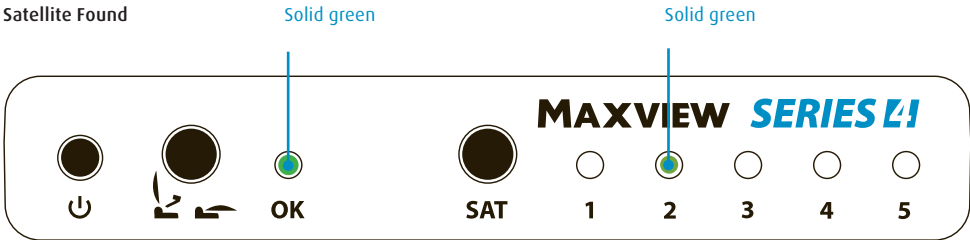
*If required. Press SAT to scroll through satellite selection. Eg. New selected SAT LED will flash green.

Search



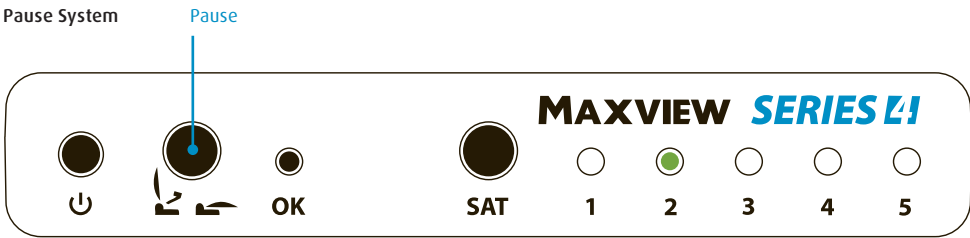
SEARCH - Press and release to begin. Both the OK LED and LED selected will flash during search.

Satellite Found



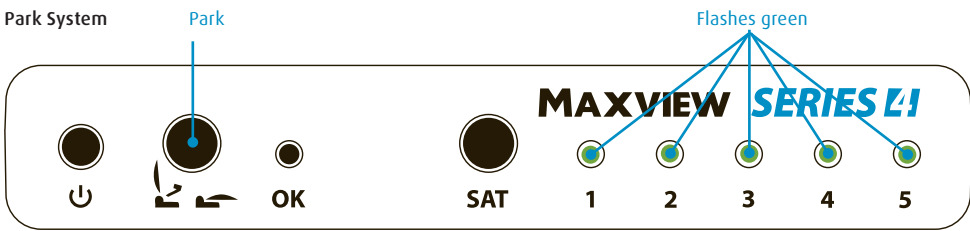
Once the satellite has been found the OK LED and the satellite selected will show solid green.

Pause System



PAUSE - Press and release to pause. Press and release again to resume search.

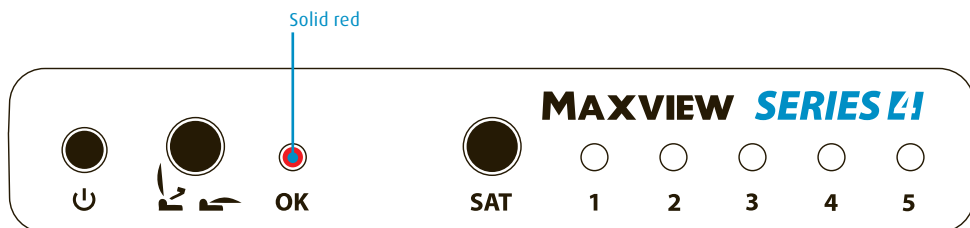
Park System



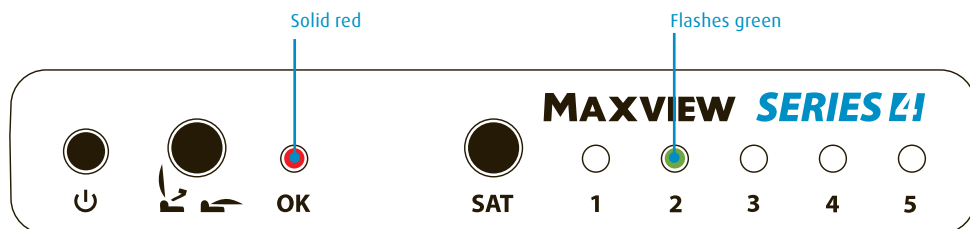
PARK - Press and hold for 3 seconds. LED's 1 to 5 flash green to indicate system is collapsing. Once fully collapsed, control panel can be powered off.

Fault Finding, Guarantee & General Information

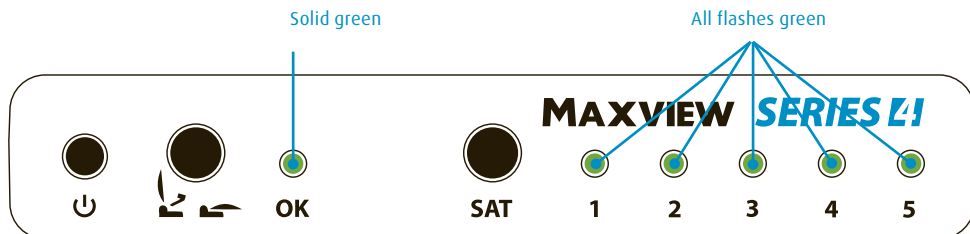
Control Box Error modes:



A. No SAT found. If searching and no satellite found the 'flashing green' LED will go solid RED. After 5 seconds the dish will then move to park position.

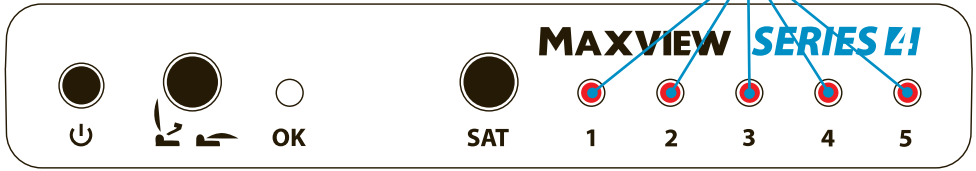


B. No SAT found - System parked. Once parked the Search LED stays solid RED and SAT LED searched continues to flash green.



C. Ignition mode parking. When the antenna is parking using the Ignition (green wire) all sat LEDs flash green.

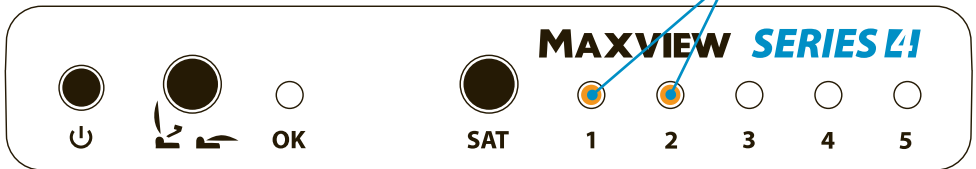
All solid red



D. Ignition mode parked. When system parked during ignition mode all the SAT LED's stop flashing green and ALL 5 LED's go solid RED.

During Ignition mode ALL control buttons have no function (locked).
Once 'Ignition off' last satellite found LED start to flash and ready to search (keys active again).

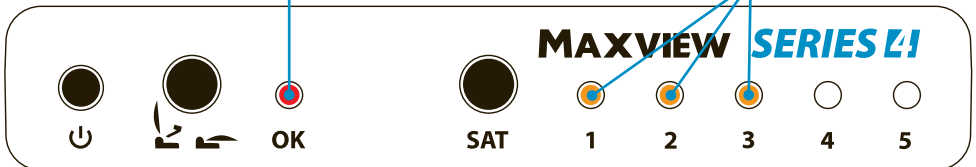
Solid orange



E. Azimuth Error. If rotation motor stops the above LED sequence will occur, please contact Customer Services.

Flashes Red

Solid orange



F. Elevation Error. If elevation motor stops the above LED sequence will occur, please contact Customer Services.

Power Consumption

The Scope 50 has been designed to minimise power consumption.

When the Scope 50 is not used for long periods of time it is recommended to switch off the Control Box.

The Ignition Mode will still activate even with the Control Box power switch in the off position.

When power is restored to the system the antenna will automatically lower into the park position.

General Faults & FAQs

No power to control box

- Check fuse
- Check power cable connection
- Leisure battery voltage is low

Fuse blows repeatedly

- Check fuse rating is 4A
- Check antenna unit is not obstructed
- Contact Maxview Customer Service +44 (0)1553 811000

Antenna searching correctly but not locating a satellite

- After 15 minutes of searching, the satellite dish will return to the park position. This means the system was unable to locate the chosen satellite
- Ensure all cable connections are correct at the rear of the control box. See instructions above for more information
- Ensure you have clear line of sight to the south sky
- Try selecting a different satellite. If your system locks on to a different satellite, you may require a software update. Use the Scope 50 app to check if satellite updates are available
- Contact Maxview Customer Service

My Scope 50 has locked on but I am still unable to see a picture

- Ensure your satellite receiver is set to the same satellite as your Scope 50. For UK channels you will need to ensure both the receiver and Scope 50 are set to Astra 28. Perform a channel search on your TV/receiver as the channel you have selected may have moved or may not exist anymore. Note-new channels are normally added to the bottom of the channel list. See receiver instructions.
- The Scope 50 can lock onto a satellite without connection to a receiver. Check the connections between the Scope 50 Control Box, receiver and TV.

My satellite dish is stuck in an elevated position

Unfortunately, your Scope 50 may need to be serviced by an installer. Contact your dealer or our Customer Service Team, with your model number and serial number to hand.

It is important you DO NOT travel until the antenna unit has been lowered or removed:

- If the dish is facing the rear of the vehicle, with the use of a 17mm spanner it is possible to loosen the 2 main bolts to lower the dish arm. Once the arm has been collapsed, retighten the bolts before travelling.
- Alternatively you will need to remove the antenna unit from the roof by releasing the 6 x M6 Nuts. Carefully lift and place antenna unit on its side so that the underneath is accessible. Remove plastic connector covers with a pozi no2 screwdriver. Disconnect cables so that antenna unit can be removed from the roof. Make sure cables are secured to the roof before travelling.

I have replaced the Fuse in the control box but it continues to blow repeatedly

- Ensure the Fuse rating is 4A
- Ensure the antenna is not obstructed when moving

Portable Connectivity Troubleshooting

Unable to find device during set up

- Ensure control box is turned on
- Ensure device Bluetooth™ is switched on
- Ensure you are within range of Control box. If you are unsure we suggest moving next to the control box

No software found

1. User may have entered software update mode without completing the process
The old software has now been removed
2. Select 'settings' followed by 'change satellite pack' to reinstall software

In dashboard but device disconnected. Bluetooth™ connection has been lost

- Ensure control box is turned on
- Ensure device Bluetooth™ is switched on
- Ensure you are within range of Control Box. If you are unsure we suggest moving next to the Control Box.

Device connected but dashboard functions are greyed out

- There may be an Elevation or Azimuth error. See above.

Device connected and dashboard functions selectable but not doing anything or very slow to respond

- A delay in message passing between the phone/tablet and control box is likely to be a result of bluetooth interference. This can be caused by the use of other electrical appliances such as, microwave ovens, wireless speakers and power sources.
- Bluetooth™ and Wi-Fi share the same 2.4GHz frequency spectrum, which can cause the radio signals to interfere with each other.
- The coax cable and connectors used with some types of satellite dishes can also cause interference. Check cables for damage that could cause RF leakage.

No satellite packs available

- To view and update satellite packs, the app must have access to the internet through a 4G, 5G or Wi-Fi connection.
- Ensure you have access to the internet before selecting the 'change satellite pack' page.

Software update failing

- To complete a software update you must have:
 1. Access to the internet through a 4G, 5G or Wi-Fi connection.
 2. A Bluetooth™ connection between the app and the control box

Therefore:

- Ensure control box is turned on
- Ensure device Bluetooth™ is switched on
- Ensure you are within range of Control box.
If you are unsure we suggest moving next to the control box.
- Ensure you have a reliable connection to the internet.

Environment



Information for users on collection and disposal of old electrical equipment and used batteries. These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste. For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directives 2002/96/EC and 2006/66/EC.

Guarantee

All Maxview products come with a guarantee whether you have purchased your product directly from Maxview or one of our authorised stockists.

Your new Scope 50 system is thoroughly inspected and tested before leaving the factory and is covered by our 3 year guarantee.

Registering your product

As part of our commitment to our customers, we ask owners of our roof mounted satellite systems to register ownership. By registering products with the Maxview service database, we will have a record of the product purchase that will allow us to provide our customers with faster and improved technical support, notifications of software updates as well as many other benefits. Additional benefits do not affect your statutory rights as a consumer. Each product you purchase needs to be registered with us individually.

How do I register my product?

You need to register your product within 28 days of purchase. To register your roof mounted system go to the Product Registration: register.maxview.co.uk

You will need the model and serial number of your product, which can usually be found on the back of the Dish Arm and the Control Box. This can also be found on your guarantee registration card.

We recommend that you keep this instruction book and proof of purchase in a safe place. The instruction book is particularly useful to help you get the most from your product.

Has my product been registered?

Once you have registered your product you will receive an email confirming your registration.

How do I claim on my guarantee?

In the unlikely event that you have an issue with your product please contact our Customer Services Team on +44 (0) 1553 811000 or email support@maxview.co.uk. You will need to retain your proof of purchase as we will ask for this along with the model and serial number of your product.

In no event shall Maxview be liable for any indirect, incidental or consequential damages from the sale or use of the product. This disclaimer applies both during and after terms of the guarantee. This does not affect your statutory rights.

Terms and Conditions of the Guarantee

- a) Your guarantee starts from the date you purchased your item. Your guarantee will be valid from date of manufacture if you are unable to provide a proof of purchase.
- b) A guarantee authorisation must be obtained from Maxview prior to work commencing.
- c) Maxview is responsible for the cost of a replacement part if the original part is determined to be defective under the terms of the guarantee.
- d) Any replacement parts required will be supplied, by return, on receipt of the faulty part.
- e) Any work requiring replacement parts will only be sanctioned on receipt of proof of the broken part.
The customer is responsible for the cost of replacement parts after the guarantee period has expired.
- f) Our guarantee is "Back To Base." No travelling costs will be paid.
- g) Parts that suffer breakdown and/or failure due to flooding/water ingress or abrasive cleaning caused by solutions and/or Pressure Washers are not covered under our guarantee.
- h) Our guarantee does not cover installation or external wiring
- i) Our guarantee does not apply where:
 - The product has been abused, misused, improperly installed or improperly maintained
 - Repairs have been made or attempted by a third party other than Maxview
 - Repairs are required due to normal wear and tear
 - Modifications have been made to the product
 - Circumstances beyond the control of Maxview that have caused the product to no longer operate correctly
 - Customer cannot provide proof of purchase
 - The ignition cable is not installed
 - The antenna unit or control box has been opened

Full terms and conditions of our guarantee can be found on our website www.maxview.co.uk

Specifications

Operating: Average search time 30-60 seconds typical Future proof with free software updates via App Low streamline profile, only 19cm in park position 5 Pre-programmed satellites including: Astra 1 (19.2°), Astra 2 (28.2°), Astra 3 (23.5°), Hotbird (13°) & Thor (0.8°)	
Power:	
Powering:	12V operation
Power Consumption:	Maximum 3A consumption during search
Standby Current:	0.35A
Fuse Type:	4A Mini Blade Automotive (In Control Box)
System:	
Elevation Range:	10° to 70°
Azimuth Range:	380°
Skew Angle:	±45°
Operating Temp:	-15° to 40° C
Safety System:	Automatic lowering ignition
Cable Type:	CAI approved 100 coaxial cable
UV Protection:	All external plastic parts are UV stabilised
Testing:	Fully weatherproof and watertight construction System has passed extensive water ingress test
LNB:	
Type:	High Quality low noise Universal Single LNB
Typical Gain:	50cm - 34.8dB
Frequency Range:	10.7-12.75GHz
Arm Cable:	RG179
Antenna:	
Material:	Aluminium
Reflector Thickness:	1mm
Finish:	Powder coated with UV inhibitor, polyester-based
Dimensions:	49 x 53cm
Mounting:	
Plate Material:	Aluminium
Fixing Method:	Recommended adhesive (Sikaflex, Geocel or equivalent)
Fixing Studs:	6 x M5 studs for system removal
Cable Entry:	Coaxial cable joining cover under antenna system
Bluetooth™:	
Operating System:	iOS 10 / Android 6 or newer
Availability:	Free of charge from the App Store (iOS) or Play Store (Android)
Connectivity:	Bluetooth™ Low Energy (BLE)
Software Updates:	Requires 4G, 5G or WIFI connection
 Bluetooth® Maxview Ltd is a member of the Bluetooth™ special interest group. The Scope 50 is licensed to use Bluetooth™ technology.	



CE Declaration of Conformity. The Scope 50 Satellite System has been designed, constructed and marketed in compliance with safety requirements of EEC Directive 2006/95/EEC (Low voltage) and requirements of EMC Directive 2004/108/EEC.

Please keep these instructions safe for future reference. Recycle packaging where facilities exist.