Manuals+

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MAXVIEW

MAXVIEW Scope 50 Compact Control Panel

Product Information

Specifications

- **Model:** Series 4 Control Box
- **Operating Systems:** iOS 10 or later, Android 6 or later
- **Contact:** Helpline +44 (0)1553 811000
- **Email:** support@maxview.co.uk
- **Website:** www.maxview.co.uk
- **Address:** Maxview Ltd, Garage Lane, Setchey, King's Lynn, Norfolk, PE33 0AT. UK

Product Usage Instructions

Downloading & Installing the App

The Maxview Series 4 Satellite App is available for Apple and Android devices running iOS 10 or later or Android 6 or later. Download the app from the App Store (iOS) or the Play Store (Android).

Pairing Process

1. Turn on your control box and Bluetooth.
2. Open the app and click 'Connect to your System'.
3. Select your control box and press 'Connect'.
4. Follow the instructions until you see an Orange LED on position 5, indicating successful pairing.

Updating the App Database

- If there are Satellite setting updates available, click 'Install Now' to update the app's internal database with the latest settings.

Using the App

- Use 'Search' and 'Park' to lock onto a satellite. Press 'Change' to switch satellites or get system info. To search for a different satellite, click on its name or configure a new

satellite.

Settings

- Access settings by pressing the gear icon on the main page. Here you can find useful information, firmware updates, and unpairing options. Ensure the control box is turned on and paired for all features to work.

Using the Control Box

- You can control the system using the control box interface when not using the app. Follow the guidelines provided on the control box for operations such as powering on, searching, parking, and changing satellites.

Controlling the Satellite 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
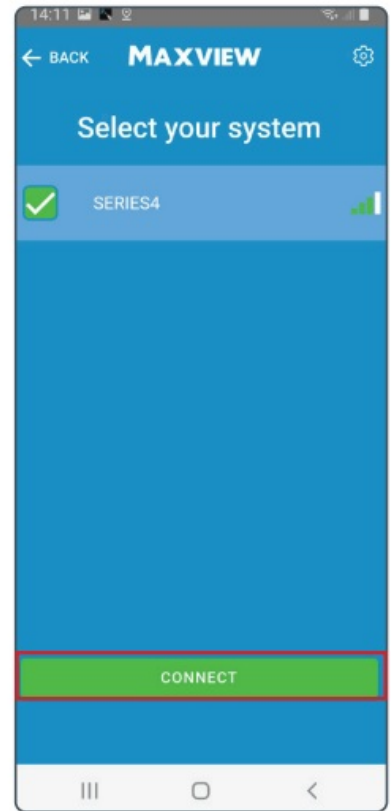
- Ensure your control box and bluetooth is turned on and open up the App then click 'Connect to your System'.
- Tick your control box.
- Then press 'Connect'.
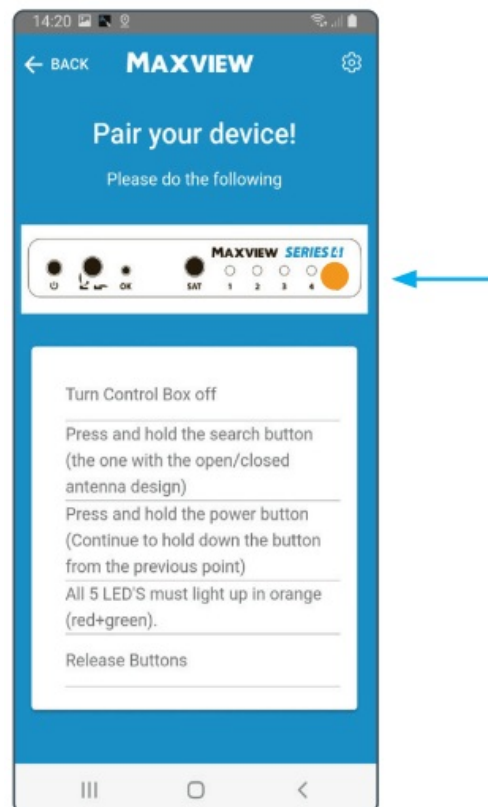
- Follow the instructions, then after you are shown an Orange LED on position 5, the App and Control Box should pair and you will be taken to the main screen.

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.
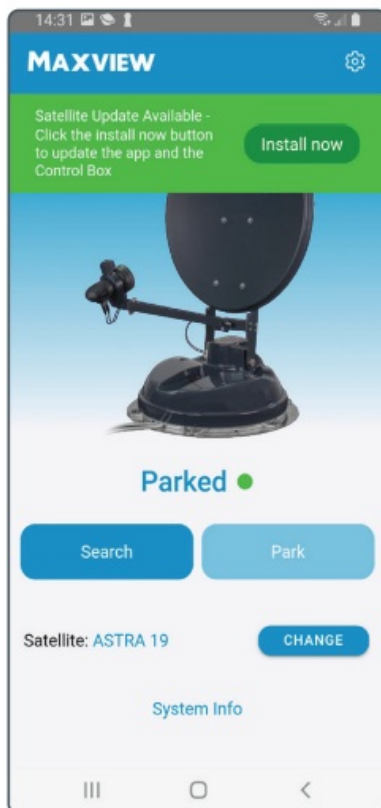

USING THE APP
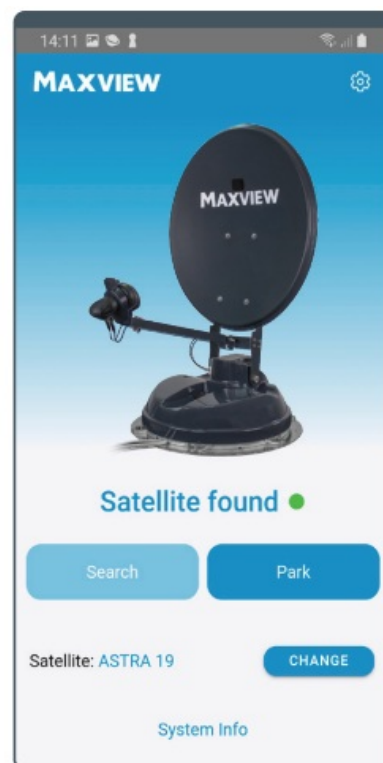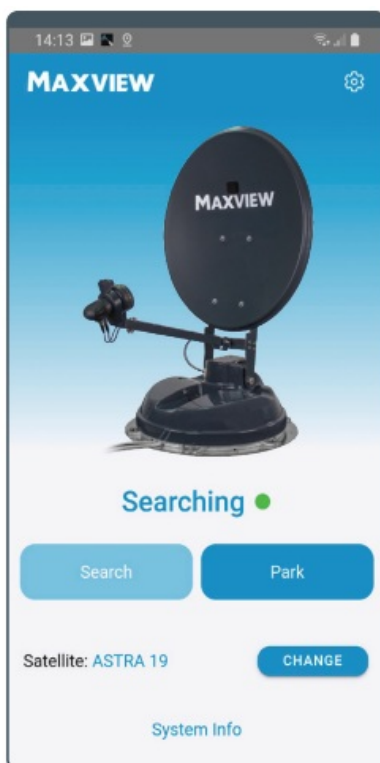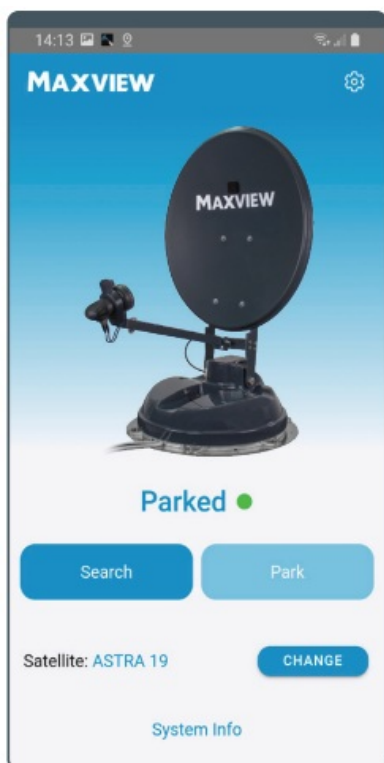
- Use the 'Search' and 'Park' to lock on to a satellite and park the system respectively.

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'.
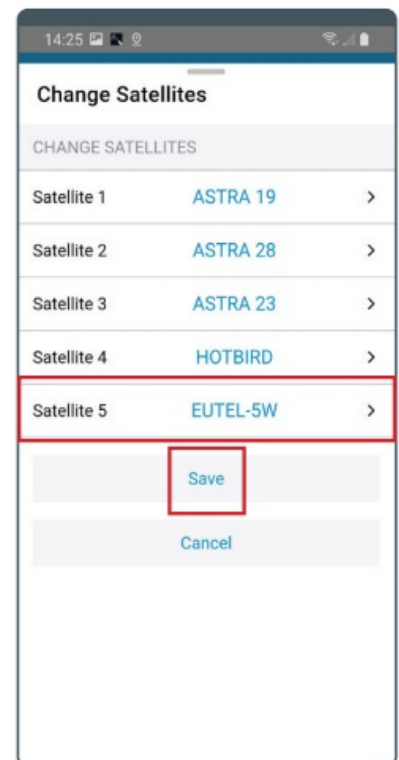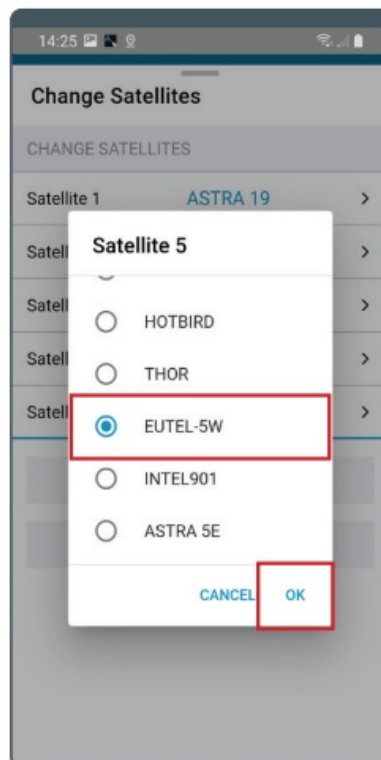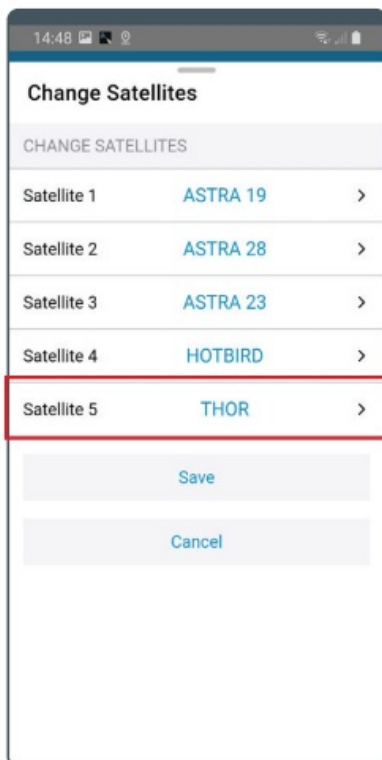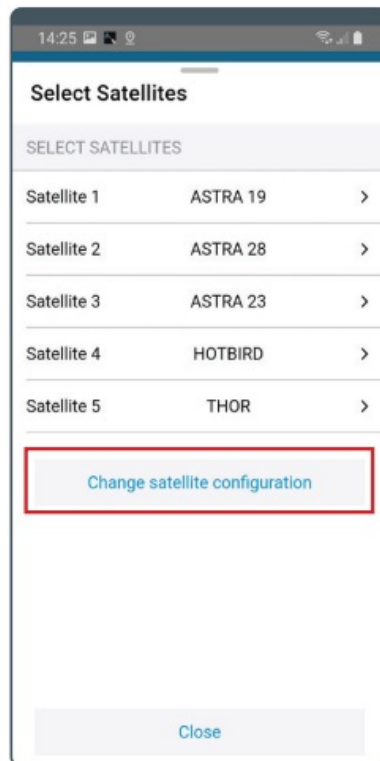
- Above you can see the 5 default satellites. Click on the one you would like to change and you will be given a list of all available options. After selecting one and clicking 'OK' you will see it has been added to the list. Click 'Save' to return to the previous page.
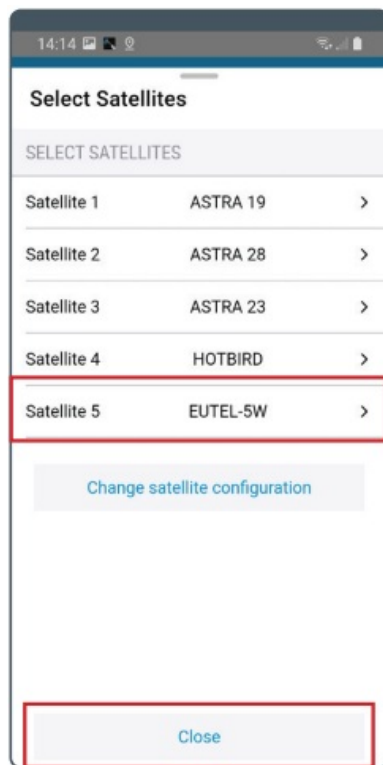
- Now you can see that Satellite 5 has been replaced with EUTEL-5W. Press 'Close' to go back to the main App page.

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.
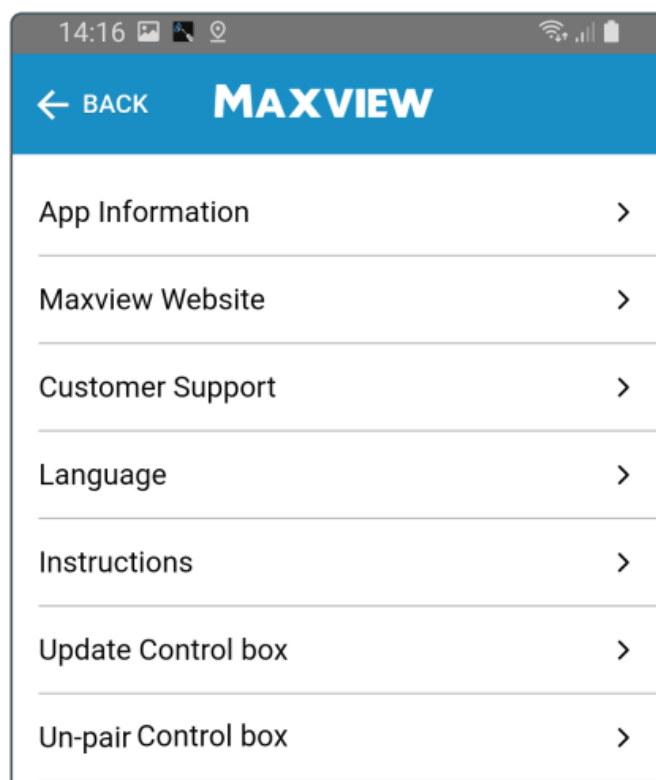
- **App Information**
  - A brief summary of the App.
- **Maxview Website**
  - Links you to the Maxview website (internet connection required).
- **Customer Support**
  - Details to contact Maxview Customer Support.
- **Language**
  - Change the language on the App.
- **Instructions**
  - A digital 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 Satellite 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
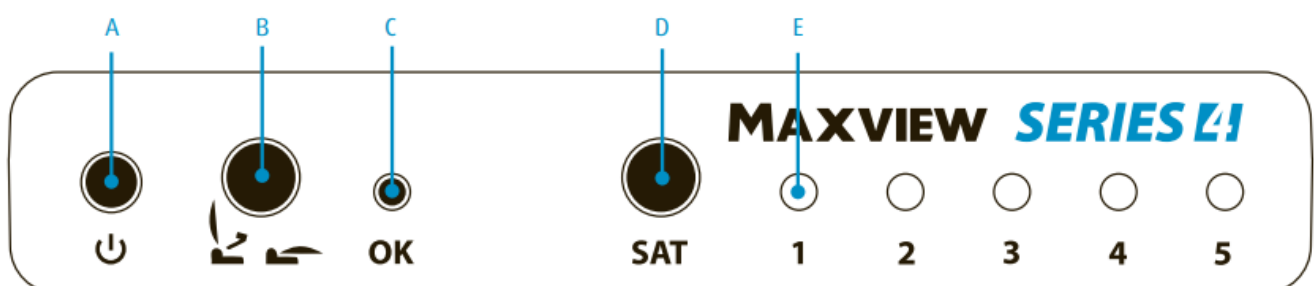
- **A.** Power
- **B.** SEARCH – Press and release
    - **PARK** – Press and hold for 3 seconds
- **C.** Satellite found LED (green FOUND)
- **D.** Select satellite
- **E.** LED shows you which satellite is selected

How to operate your system

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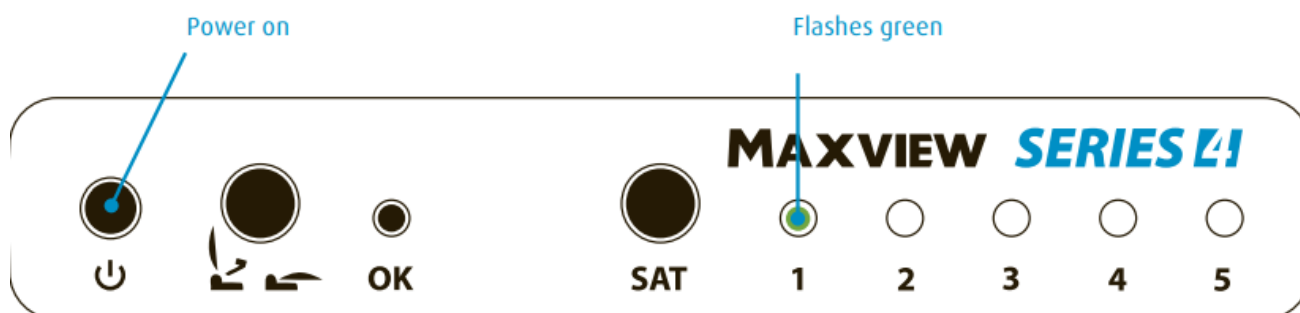
Press and hold Power On switch for 3 seconds to power up. The LED flashes green on the last satellite you selected.

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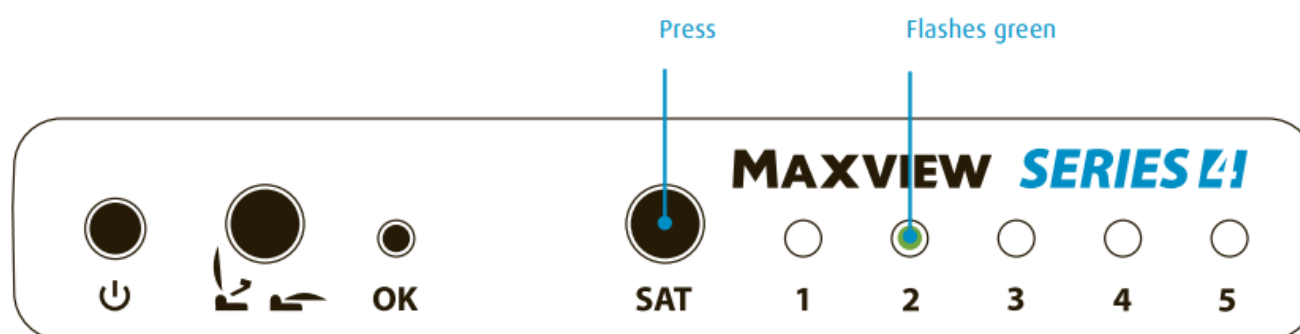
If required. Press SAT to scroll through satellite selection. Eg. New selected SAT LED will flash green.

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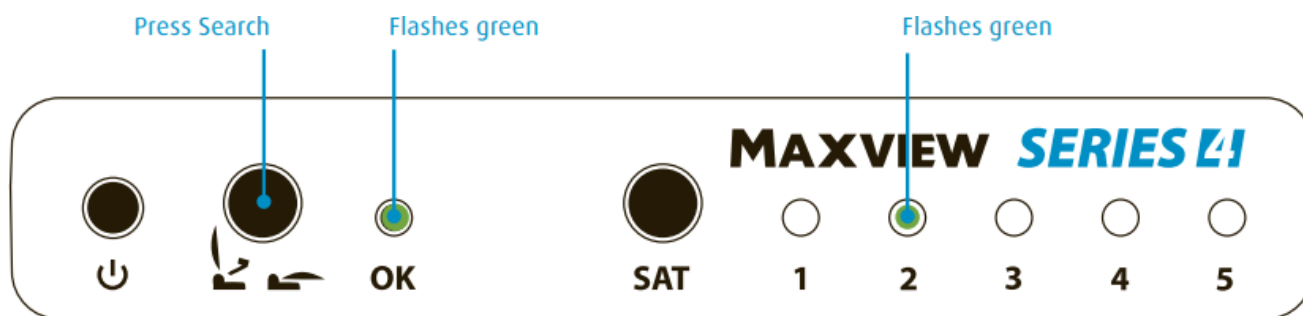
SEARCH – Press and release to begin. Both the OK LED and LED selected will flash during search.

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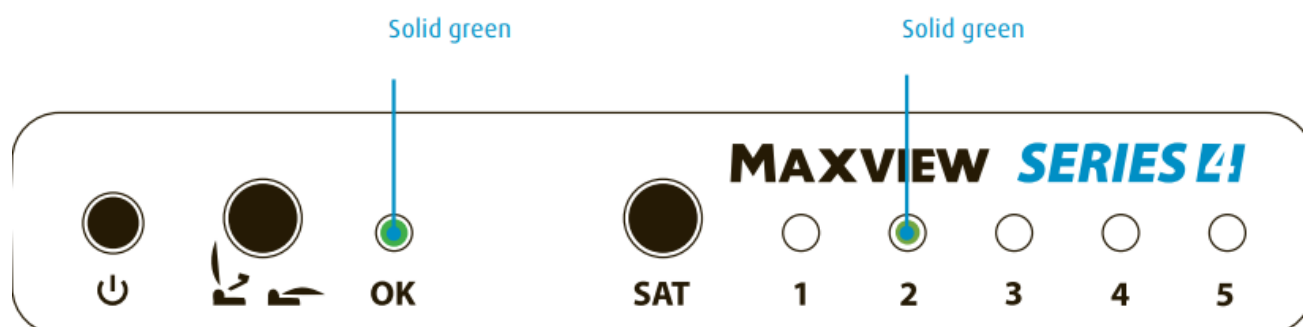
Once the satellite has been found the OK LED and the satellite selected will show solid green.

Pause System
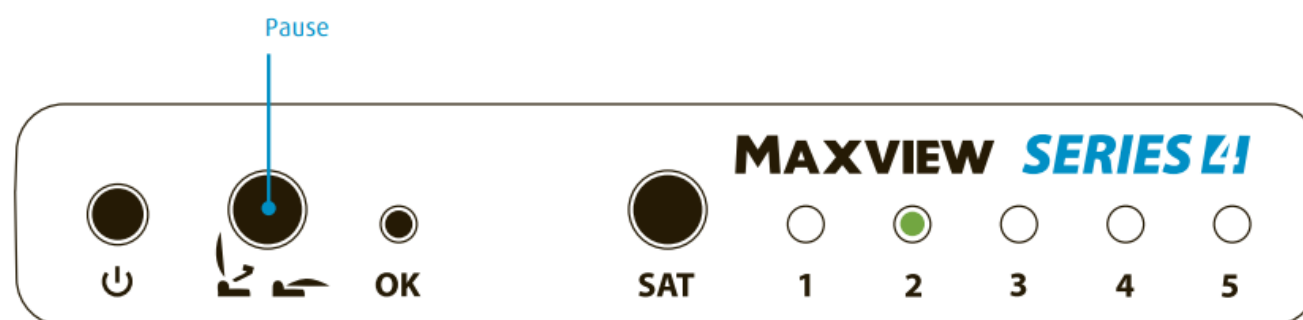
PAUSE – Press and release to pause. Press and release again to resume search.

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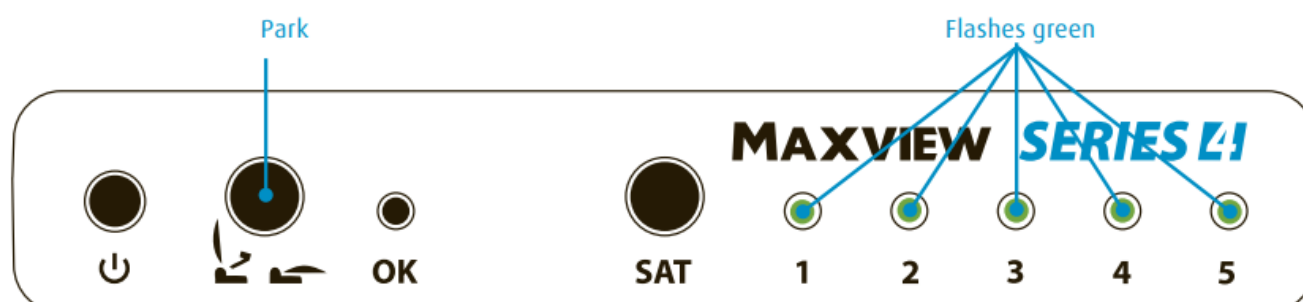
PARK – Press and hold for 3 seconds. LED's 1 to 5 flash green to indicate system is collapsing. Once fully collapsed, control panel can be powered off.

Fault Finding

FAULT FINDING

Control Box Error modes
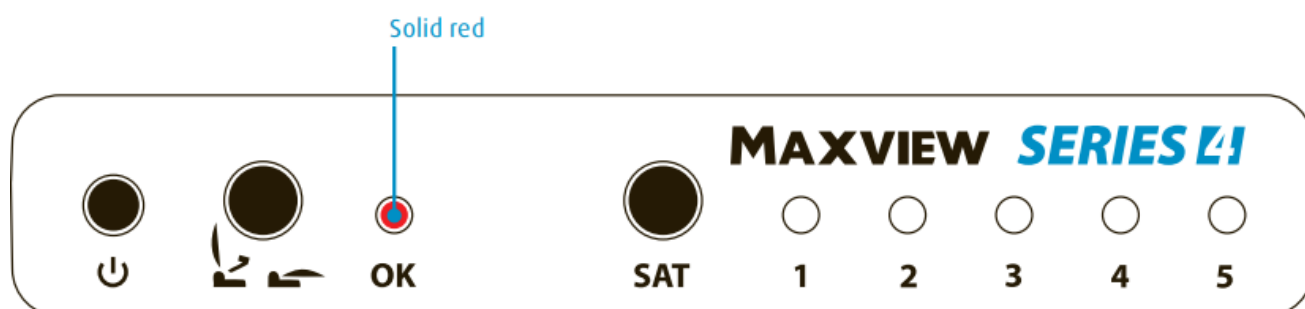
- **A.** No SAT found. If searching and no satellite found the 'flashing green' LED will go solid RED After 5 seconds the dish will then move to park position.
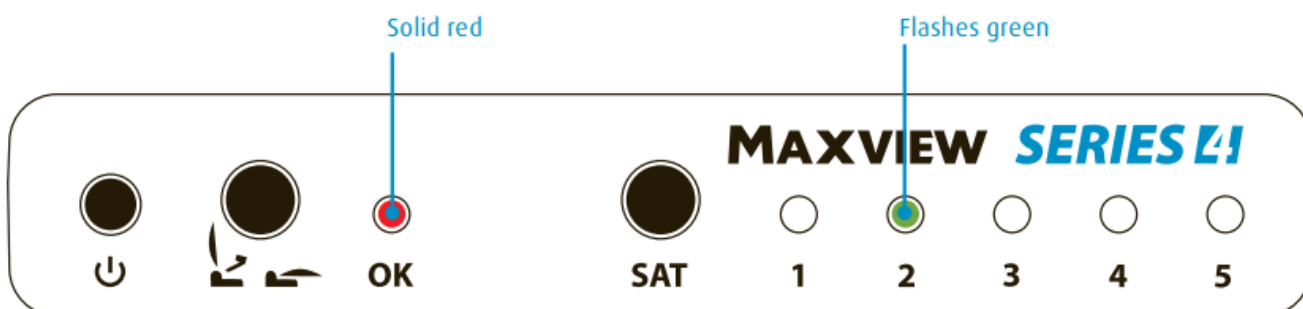
- B. No SAT found – System parked. Once parked the Search LED stays solid RED and SAT LED searched continues to flash green.
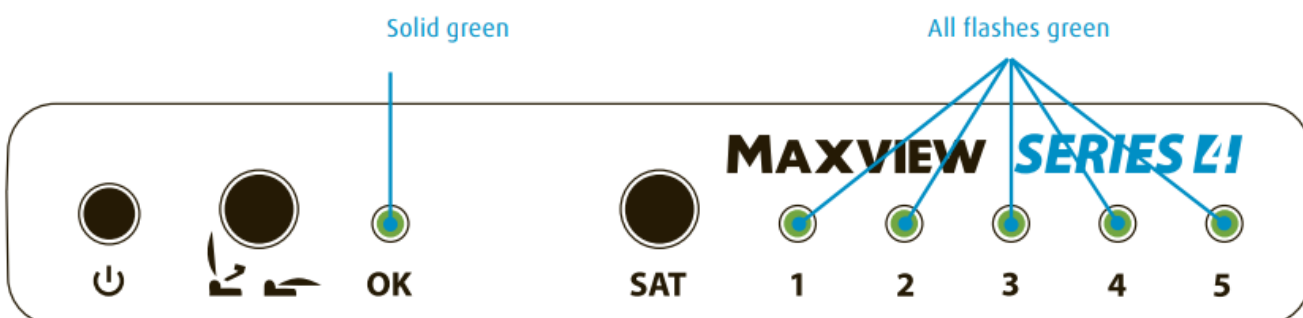
- **C.** Ignition mode parking. When the antenna is parking using the Ignition (green wire) all sat LEDs flash green.

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.

Portable Connectivity Troubleshooting

Unable to find device during set up

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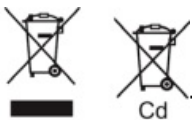
  These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.
- For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection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

UK contact:

- **Helpline: +4401553 811000**
- **Email: support@maxview.co.uk**
- **Web: www.maxview.co.uk**

Address:

- **Maxview Ltd, Garage Lane,**
- **Setchey, King's Lynn,**
- **Norfolk, PE33 0AT. UK.**

- **Maxview reserve the right to change specifications without prior notice. Iss 1**

General Faults & FAQs

How do I update the Satellite settings?

To update Satellite settings, click 'Install Now' in the app to download the latest settings.

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 4401553 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 Series 4 app to check if satellite updates are available Contact Maxview Customer Service

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

Ensure your satellite receiver is set to the same satellite as your Explorer. For UK channels you will need to ensure both the receiver and Explorer 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 Explorer can lock onto a satellite without connection to a receiver. Check the connections between the Explorer Control Box, receiver and TV.

My satellite dish is stuck in an elevated position

Unfortunately, your satellite 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

Documents / Resources

[MAXVIEW Scope 50 Compact Control Panel](#) [[pdf](#)] User Manual
Scope 50 Compact Control Panel, Scope 50, Compact Control Panel, Control Panel

References

- [User Manual](#)

Related Posts

[X32 COMPACT BEHRINGER User Manual](#)

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[GOALZERO Nomad 50 Solar Panel User Guide](#)

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[LEDVANCE WORKLIGHT Panel User Guide](#)

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🏷 Compact Control Panel, Control Panel, MAXVIEW, Scope 50, Scope 50 Compact Control

📁 MAXVIEW   Panel

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