

# Technical Bulletin

Date: December 4, 2009

## Subject: DISH Network's Reconfiguration of the 129°W Satellite

### Products Affected

TracVision® C3, M5, and M7

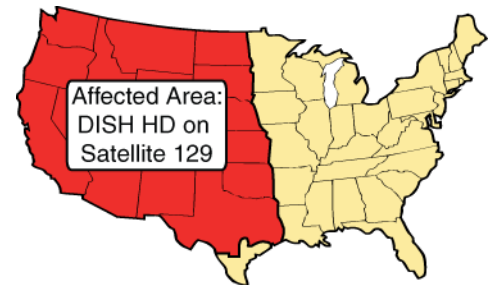
*This problem does not affect TracVision M3ST, M3DX, M1ST, and M1DX systems.*

### Problem Description

DISH Network® will change the frequency encoding of its 129°W satellite as early as **Wednesday, December 16<sup>th</sup>**. This change will affect all mobile DISH Network TurboHD subscribers in the western half of the United States, regardless of which manufacturer's antenna they are using.

Once DISH Network implements this change, TracVision C3, M5, and M7 antenna systems will not be able to track the 129°W satellite without the new hardware accessory described below.

This DISH Network change only affects DISH 1000/129 automatic mode in TracVision C3, M5, and M7 antennas. All other operating modes, including DISH 1000/61, DISH 500, DIRECTV®, ExpressVu (Bell TV service), and all manual modes (e.g., multiswitch configurations), are unaffected by this problem. This problem also does not affect the 119°W and 110°W satellites; customers will still be able to enjoy standard-definition DISH programming from these two satellites without any issues.



### Problem Solution – KVH's Master Receiver Selector

KVH has developed a new enhanced multiswitch called the Master Receiver Selector that completely resolves any issues related to the 129°W satellite, while providing additional capabilities.

The Master Receiver Selector offers the following features:

- Automatic satellite switching in any DISH Network mode
- Support for multiple receivers
- Capability for the user to select, at any time, which "master" receiver will control satellite selection



KVH Part #	MSRP
72-0412	\$395

*Normal dealer discounts apply.*

KVH is dedicated to providing outstanding support to all of our customers. So while the DISH Network change will affect only a small number of TracVision owners, we're offering a **\$100 discount** on the Master Receiver Selector for affected KVH customers whose antennas are still under warranty.

To purchase a Master Receiver Selector, please submit your order to the KVH Sales Department via e-mail (orders@kvh.com) or by fax (401-845-8190). If you have any questions about this problem or its solution, please contact KVH Technical Support by phone (401-847-3327) or by e-mail (techs@kvh.com).

*Note: Changes by satellite TV providers are not covered by KVH's warranty. Customers are responsible for purchased hardware and dealer installation/labor charges. Also note that both RF1 and RF2 cables from the antenna will need to be connected to the Master Receiver Selector.*