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October 15, 2008

**To: Authorized TracVision dealers and distributors**  
**Subject: Configuration Change to the 110°W Satellite**

*Product affected: TracVision R6DX and R6 (serial numbers 080401467 or earlier)*

**Problem Description**

TracVision® R6DX and original R6 owners might experience difficulties tracking the 110°W satellite due to an unannounced change to that satellite's configuration (the FEC code has changed from 5/6 to 7/8). When the DISH Network® or DIRECTV® satellite at 110°W is selected, the TracVision system either won't find the satellite or will lose track after changing channels.

**Problem Solution**

All TracVision R6DX/R6 systems built after the serial numbers listed above contain RF software (revision D) that automatically determines the FEC code. *No updates are necessary for these systems.*

Systems having an older revision of RF software installed (serial numbers prior to those listed above) need to be updated for this satellite configuration change. To do this, manually update the FEC code or update the system's software using the latest version of the KVH Flash Update Wizard on the [KVH Partner Portal](#).

**Complete details on the the changes to the 110°W satellite configuration and instructions for updating the FEC code are available in a new technical bulletin on the [KVH Partner Portal](#).** Once logged into the Partner Portal, you will be able to access the bulletin through the Home Page as well as the Service & Support tab.

The KVH Partner Portal is intended for use by KVH's authorized dealers and their sales and technical staffs. If you are an authorized dealer or an employee of an authorized dealer, register now to receive access to KVH's exclusive Partner Portal. Simply visit:

<http://www.kvh.com/partners/login.asp>

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