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December 5, 2008

To: Authorized TracVision Dealers and Distributors
Subject: DISH Network's Over-the-Air Update to ViP 211/211k Receivers Disables Check Switch Detection Capability

Product affected:

Marine models: TracVision® C3, M3DX, M5, and M7

RV models: TracVision R4, R5, R4SL, R5SL, and R6DX

Problem Description

DISH Network® recently downloaded a software update via its satellite link to all ViP 211 and 211k receivers. Unfortunately, this unannounced update altered the critical parameters that TracVision systems use to detect the receiver's Check Switch tests. As a result, the Check Switch test function could no longer be used to configure a TracVision system/receiver for DISH Network.

Problem Solution

KVH has released the following TracVision software updates that fix this problem:

TracVision Model	Software Update Required	Required Revision
TracVision M3DX, R6DX	Deluxe 4 Multi-Service Interface Bus	Revision K
TracVision C3, R4, R5, R4SL, R5SL	FF6	Revision E
TracVision M5, M7	FF6	Revision C

Systems built after December 3, 2008, contain this latest software. You can update a TracVision system in the field using the latest version of the KVH Flash Update Wizard. (Instructions are provided in the Wizard's Help menu.)

Note: KVH is not responsible for service provider changes that are beyond our control. The customer is responsible for any charges incurred to perform this update.

Who do I contact if I have any questions?

If you have any questions about this problem or its solution, please contact KVH Technical Support:

Phone: 401-847-3327 (Mon.-Fri. 9 am-6 pm ET; Sat. 9 am-2 pm ET)

E-mail: techs@kvh.com

Complete details on the changes to DISH Network's ViP 211/211k receivers, including an illustrated guide to downloading the latest software, 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 Bulletins tab.

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

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