IMPORTANT UPDATE

July 20, 2020

Update
BDUs using Consumer Receivers in Head Ends

On July 14th the updated 4358 map was pushed to the Shaw Direct receivers used in BDUs head ends. This means the tuner in your Shaw Direct receiver is currently looking at the signal on Anik F1R and the updated map looking at Anik G1 services is in the receiver waiting to be deployed.

DSR6xx receivers
Between now and October 6th you will need to go to your head end and reboot your receiver to acquire the signal from G1. If the reboot does not occur before October 6th you will lose the service when it is no longer available on Anik F1R.

DSR8xx receivers
If you have a DSR8xx receiver in your head end the upgrade to retune to the signals on Anik G1 will be deployed sometime between July 26 – 31, 2020. The deployment is staggered so we are unable to tell which day your receiver will be upgraded. The firmware upgrade will occur between 2 a.m. and 6 a.m. local time and could take up to 90 minutes. The DSR8xx receiver will experience an outage and will automatically recover without intervention once the upgrade is complete. Note: this was successful in our test environment and may not occur in every head end set up so you may choose to manually reboot these receivers.

As previously communicated, to receive signals from ANIK G1 you need to have an x-Ku band LNB.

This message is sent to you by Shaw Satellite GP.
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