IMPORTANT NEWS

May 12, 2020

BDUs using Consumer Receivers in Head Ends

During the 2019 transition from MPEG-2 to MPEG-4 Shaw Broadcast was able to provide customers utilizing Shaw Direct receivers with a dual feed because the MPEG-2 services were on map 4406 and the MPEG-4 services were on a newly created map 4358, allowing BDUs to install the receiver on map 4358 before the dual feed ended. With the (i) relocation of SD to HD services on ANIK G1 and (ii) the relocation of services from ANIK F1R to G1, this option is not available since all services are now on map 4358. As a result, when the map is updated a reboot of any DSR6xx receiver used in a head end will be required. Until a reboot is performed the service will be lost.

As stated in the bulletin dated March 12, 2020 the SD to HD dual feeds occur from May 5th to 25. The map change for this dual feed will occur on May 25th at 8:00 a.m. EST.

Our communication for the dual feeds from ANIK F1R to ANIK G1 has an end date of October 6, 2020. We understand this is not a good option for BDUs utilizing DSR6xx receivers since you will need to make a headend visit to every location utilizing the DSR6xx. To allow BDUs to get to head ends and complete this change during better weather we will make the final change to map 4358 on July 13, 2020 at 8:00 a.m. EST.

For BDUs utilizing the DSR8xx receivers in your head end and have an xKu-Band LNB. We were able to make an upgrade to the DSR8xx receivers which in our test environment automatically recovers without intervention with a 5-10 second outage when a map change occurs.

For more information, please contact:

For technical assistance / trouble-shooting please call: 1-800-268-2943
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