



SERVICE BULLETIN 01-15 (updated March 2016)

March 30, 2016

www.kingconnect.com

Earlier this year, DISH began an effort to convert most of its satellite TV signals from QPSK encoding to a new 8PSK format. The new signals allow more content to be streamed through the same bandwidth and provide greater utilization of satellites. However, these signals cannot be decoded by many mobile satellite antennas or the older DISH Network satellite receivers including models 301, 2800, 3700, 3900, 4900, 1000/1500, 3000/3500, 4000/4500, 5000/5500, 501, 508, 510 receivers.

Since 1998, KING has manufactured a variety of mobile satellite antennas using several different proprietary methods of finding and identifying satellites. Some of these models relied on the QPSK signal in order to identify satellites and will be affected by these changes from DISH. Other models manufactured by KING either do not rely on this type of information to lock-on and identify the satellites, or they were designed with a special tuner that has the ability to identify the 8PSK signals from DISH and therefore are not affected by these changes. As of 3/17/2016, DISH changed the remaining QPSK transponders to 8PSK.

A historical list of KING satellite antenna models and the related impact of this change on each model is listed below:

King-Dome

9700/9702/9702-LP/9630/9630-LP

Unaffected by DISH transition to 8PSK

9704/9704-LP

S/N #611325 or lower requires an upgrade to 8PSK tuner by replacing one of the circuit boards and upgrading the software (higher S/N already use 8PSK tuner and are not affected)

9754/9754-LP

S/N #702321 or lower requires upgrade to 8PSK tuner (higher S/N already use 8PSK tuner and are not affected)

KD2200

S/N #B06292 or lower requires upgrade to 8PSK tuner (higher S/N already use 8PSK tuner and are not affected)

KD3200

S/N #C05888 or lower requires upgrade to 8PSK tuner (higher S/N already use 8PSK tuner and are not affected)

KD2000

Unaffected by DISH transition to 8PSK, already uses 8PSK tuner

KD3000

Unaffected by DISH transition to 8PSK, already uses 8PSK tuner

Trac-King

9760/9762/9762-LP

This model is no longer compatible with DISH programming, but is still compatible with DIRECTV's 101 satellite. KING will still offer technical support for this product, however, parts and repair for this model is no longer available.

VuQube

VQ1000/VQV10

Unaffected by DISH transition to 8PSK

VQ2000

S/N #106-4989 or lower requires upgrade to 8PSK tuner (higher S/N use 8PSK tuner and are not affected)

VQ3000

S/N #107-1526 or lower requires upgrade to 8PSK tuner (higher S/N use 8PSK tuner and are not affected)

VQV20

S/N #104-1186 or lower requires upgrade to 8PSK tuner (higher S/N use 8PSK tuner and are not affected)

VQV30

S/N #105-1418 or lower requires upgrade to 8PSK tuner (higher S/N use 8PSK tuner and are not affected)

Flex/Rover

VQ2100

All will require USB thumb drive software update (contact KING) DISH customers will need an updated controller along with the USB software update if built prior to 8/20/13

KD1500

All will require USB thumb drive software update (contact KING) DISH customers will need an updated controller along with the USB software update if built prior to 8/20/13

Tailgater/Relay

VQ2500/KD5500

Unaffected by DISH transition to 8PSK

KING Quest

VQ4100

Models built prior to 12/7/2015 require USB thumb drive software update (contact KING)

KING Tailgater

VQ4500

Unaffected by DISH transition to 8PSK

For additional information, please contact KING's customer service department at (952) 922-6889 extension 173.

[Click here to view](#) software download instructions sheet. [Click here to download](#) software update.