Dear A+E Networks Affiliate,

In anticipation of possible rule making by the FCC to expand the use of the Video Descriptive Service (VDS) to more networks, we have recently added additional audio PIDs to all our services to ensure we have a second audio service available.

**These networks are:**  A&E, History Channel, Lifetime, Lifetime Movie Network (LMN), FYI, Viceland, Crime & Investigation, Lifetime Real Women, History Channel en Español and Military History Channel.

If you are using a D9824, D9854, D9858 or D9859 IRD to receive any of these networks, two actions must be taken on your part to ensure your receivers recognize the presence of this additional audio PID on every service. Other IRD models do not require action at this time.

**STEP ONE** is to check and, if necessary, upgrade the version level of the Application Code (App Code) running on your IRDs.

**STEP TWO** is to run a procedure known as a “Resynchronize All” which is required for the IRDs to recognize any new PIDs added to our streams after the initial deployment of the IRD.

Please review the detailed instructions on how to perform these actions in the attached document.

PLEASE PLAN ACCORDINGLY. BRING A LAPTOP, PAPER AND PENCIL WITH YOU. YOU CAN EXPECT TO SPEND AN AVERAGE OF FIVE TO SIX MINUTES ON EACH IRD AND YOU WILL EXPERIENCE A BRIEF OUTAGE. CONSIDER SCHEDULING THIS WORK DURING A REGULAR MAINTENANCE WINDOW.

You can access the app code files and the same detailed instructions via the following webpage:

https://IRDUpgrade.AENetworks.com

Once you’ve completed both steps, you will also use this site to confirm that you have performed these tasks for each of your headends and IRDs. The deadline to make these updates is 2/5/20.

If you need technical assistance while performing these actions, please contact us at:

**Scrambling Hotline:**  866-335-8236 (option 2)  
**Email:** techsupport@aenetworks.com

Thank you!
SOFTWARE UPGRADE AND “RESYNCHRONIZE ALL” PROCEDURE INSTRUCTIONS
FOR MODELS D9824, D9854, D9858 AND D9859 ONLY

In anticipation of possible rule making by the FCC to expand the use of the Video Descriptive Service (VDS) to more networks, we have recently added additional audio PIDs to all our services to ensure we have a second audio service available.

These networks are: A&E, History Channel, Lifetime, Lifetime Movie Network (LMN), FYI, Viceland, Crime & Investigation, Lifetime Real Women, History Channel en Español and Military History Channel.

PLEASE PLAN ACCORDINGLY. BRING A LAPTOP, PAPER AND PENCIL WITH YOU. YOU CAN EXPECT TO SPEND AN AVERAGE OF FIVE TO SIX MINUTES ON EACH IRD.

Two actions must be taken on your part to ensure each of your receivers recognizes the presence of this additional audio PID on every service.

**STEP ONE** is to check, and if necessary, upgrade the version level of the Application Code (App Code) running on your IRDs.

Loading an app code upgrade file and rebooting the IRD should take an average of 5 minutes and may result in a brief outage.

Due to some recurring issues reported at several receive sites, we want to ensure you are running the most current app code level version to ensure system stability.

The latest App Code versions are:

- D9824 Receiver – App Code V4.80
- D9854 Receiver – App Code V4.80*
- D9858 Receiver – App Code V4.80
- D9859 Receiver – App Code V1.80**

**IMPORTANT:**

For Model D9854:

- If your app code version is below v3.91, you must activate the upgrade file through the front panel; the code has already been sent to your IRD
- If your app code version is v3.91 or higher, you can upgrade through the front panel OR follow the instructions below

For Model D9859:

- If your app code version is below 1.11, you’ll need to upgrade in steps: v1.11, then v1.50, before upgrading to v1.80
- If your app code version is below 1.50, you’ll need to upgrade to v1.50 before upgrading to v1.80
Instructions for Model D9854 front panel upgrade only:

To manually activate updated App Code, go to the Main Menu, select Versions.

Next, Up Arrow twice to the menu which looks like this:

Press Select in order to scroll through the various App Code versions available on your receiver, then press Select when App Code version 4.80 appears.

Arrow right once to the “Select” option and press the select button to activate the new code.
Instructions for all other upgrades:

The App Code version you are currently running can be found on the login screen of your IRD.

To login to your IRD, open a browser (Google Chrome is preferred) and go to Default IP Address: 192.131.244.6. The Username is “admin” and the Password is “localadmin”.

An example of a D9854 is shown below.

![D9854 login screen](image)

The current App Code can also be viewed from the IRD front panel.


The App Code upgrade files can be downloaded from the following website:

https://IRDUpgrade.AENetworks.com

Once the App Code has been upgraded, please go on to STEP TWO, described below.
**STEP TWO** is to run a procedure known as a “Resynchronize All” which is required for the IRDs to recognize any new PIDs added to our streams after the initial deployment of the IRD.

The “Resynchronize All” function should take less than one minute. If you need to remap PIDs (see IMPORTANT NOTE below), you may experience a brief outage.

Please note the “Resynchronize All” on digital pass-through receivers (D9824, D9858 and D9859) may cause additional data from this second audio service to pass out of the ASI or MPoIP outputs. **THIS INCREASE MAY BE AS MUCH AS 350KBPS PER SERVICE.** Care should be taken to ensure any downstream multiplexers are configured to accept this additional data payload prior to performing the “Resynchronize All”.

**IMPORTANT NOTE:** Additionally, if you are performing any PID remapping in the D9824, D9858 or D9859 you will need to write down this information prior to performing the “Resynchronize All” and re-enter it again as this mapping will be deleted as part of the Resynchronize process.

To perform a “Resynchronize All”, first login to your IRD. **Open a browser (Google Chrome is preferred) and go to IP Address: 192.131.244.6. The Username is “admin” and the Password is “localadmin”.**

Once you are logged in, follow the steps below. The example below shows a D9858 IRD but the steps are the same for all IRD models.

Click on the Transport Stream tab.
On the left side, click on the Digital Program Mapping option for the type of output you use (ASI or MPEG over IP).

Click on the button to the left of PE1 and then click Edit to view any PID Mapping which you might be doing.

Please note whether any Output PIDs do not match the Input PIDs and write down any differences. You will need to re-enter this mapping after performing the “Resynchronize All”. If the Input and Output PIDs match, then you are not remapping PIDs in the IRD and do not need to write anything down.
If you are remapping PIDs, repeat this process for every PE so you have a complete list of the changes.
To perform a “Resynchronize All”, click on the “Resynchronize All” button.

In the pop-up window, select the top option as seen below (“Resynchronize Program, PMT PID, ES List & ES PIDs”) and click OK.
Back on the main Transport Stream page, click Apply to ensure the changes are saved.
Once the “Resynchronize All” is complete, if you are remapping PIDs in your IRD you will need to re-enter the PID mapping.

To update the PID mapping, from the main Transport Stream page click the Button to the left of PE1 and then click Edit.

On the Edit screen, click on the first Output PID you need to update. The screen should change to be similar to the one below.

![Example PID Mapping Screen]

Change the Output PID to the correct value and then click the SAVE button which dropped down below the PID line. This has been outlined in red in the example above.

Repeat this process for every PID which requires remapping and then click OK in the bottom right of this Edit window.
Once back at the main Transport Stream page, click Apply to make certain all changes are stored.

IMPORTANT: Once you have completed the “Resynchronize All” function, go back into the website (https://IRDUpgrade.AENetworks.com) and provide us with the TID and Master UA for each IRD that is used for our networks. A separate entry should be made for each IRD at each headend.

If you need technical assistance while performing these actions, please contact us at:

Scrambling Hotline: 866-335-8236 (option 2)
Email: techsupport@aenetworks.com

Thank you!