

Following a successful pilot, the Digital Reverse Band 3 LNB is launching nationally! This LNB is capable of receiving and downconverting Ka, Ku and the new Reverse Band satellite frequencies, which will play a key role in our future delivery of broadcast 4K content. As of April 7, 2016, the Digital Reverse Band 3 LNB will be required when installing 4K assets on a work order.

What changes does this bring?

Digital Reverse Band 3 should only be used on 4K work orders, so technicians should follow work order guidance to identify when the Digital Reverse Band 3 LNB should be installed. The physical installation procedure for the Digital Reverse Band 3 LNB is exactly the same as all other SWiM LNBs, so there should not be any change in technician workflow.

At launch, the Digital Reverse Band 3 LNB supports up to 13 tuners, an increased count over analog LNBs. When running AIM tests on the Digital Reverse Band 3 LNB, the SWiM Channel Assignment test and the EIV details will display 23 tuners (22 + 1 Network tuner). While it may support up to 22 tuners, Digital Reverse Band 3 is operationalized to support only 13 tuners at this time. More details on the differences between digital and analog SWiM LNBs can be found on the DOCK -- search keyword "digital vs analog".

Things to Remember:

- Work orders with 4K assets will systemically enforce the installation of the Digital Reverse Band 3 LNB. Before pulling an LNB off the truck, check the LNB OLI – Product line: "DIGITAL SWM LNB"; Product name "REVERSE BAND 3" – or the Capability field to understand which LNB will be required for a job.
- If a Digital Reverse Band 3 LNB is required, the Capability field on the LNB OLI will read "RBAND3: true". In such situations, the technician will be unable to successfully close the OLI until a Digital Reverse Band 3 LNB has been installed. This works the same as the requirement introduced in February 2016 that an HR54 be installed when the Capability field in the Whole Home Advanced DVR OLI reads "4K Genie: true".
- Technicians can scan the serial number on the Digital Reverse Band 3 LNB and the product line will auto populate on the OLI.
- The system will only allow like-for-like LNB swaps on Service calls. If a customer already has a Digital Reverse Band 3 LNB, only a Digital Reverse Band 3 can be installed in its place. Otherwise, technicians should avoid proactively swapping to a Digital Reverse Band 3 LNB unless a work order calls for it.

Handheld Screen Shots:

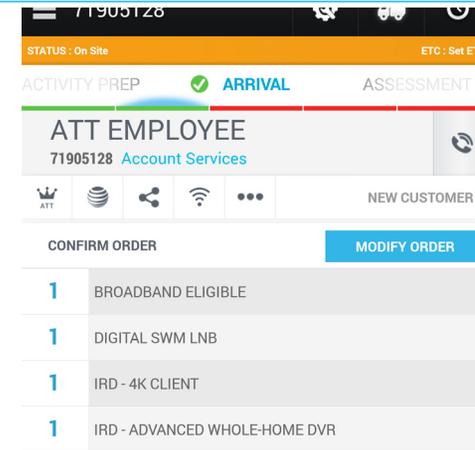


FIGURE 1. ARRIVAL SCREEN

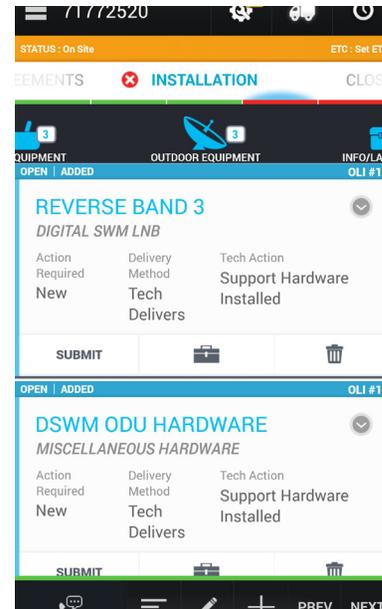


FIGURE 2. OLI

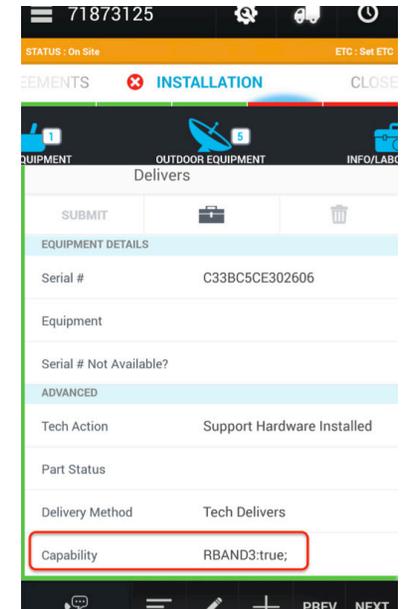


FIGURE 3. CAPABILITY FIELD

- The image to the right shows the Digital Reverse Band 3 LNB. Technicians should take note of the physical shape and features to ensure they are selecting a Digital Reverse Band 3 LNB, and if in doubt, the model number should start with 3D2RB.
- When the AIM is in the alignment mode with a Digital Reverse Band 3 LNB, it is reasonable to have slightly lower signal power levels than what is normally seen with an SL3S LNB. This is expected behavior based on how Digital Reverse Band 3 LNBs process information differently from analog LNBs. When the AIM is performing the Sat Tune or Transponder Survey test, dBm signal levels will be close to what technicians currently observe with an analog SWiM LNB.
- The Digital Reverse Band 3 LNB requires a 21V power source. This can be either a PI-21 or the embedded power inserter inside the H44 or HR54.
- Technicians will need to ensure their AIM is updated to support Digital Reverse Band 3. AIMS should be loaded with at least firmware v4.0 and IV database v0041.
 - A link to AIM firmware and IV database updates can be found on The DOCK. Searching for keyword "AIM Firmware" brings up a list of results that includes the latest update, along with a manual on how to update.
- When installing a Digital Reverse Band 3 LNB, it is essential to make sure all IRDs are configured appropriately.
 - On new Installs, Genie servers and Hx2x IRDs (except for the H20) will auto-populate the Satellite Dish Setup menu with a Reverse Band option.
 - If installing Digital Reverse Band 3 on an Upgrade or Service call, reconfigure all existing IRDs in the home for Digital Reverse Band 3 using the Dish Type 21: Slimline – 3DR (DSWM2) and Switch Type DSWM options. To reconfigure an IRD, go to **MENU > Settings & Help > Settings > Satellite > Repeat Satellite Setup**.
 - As with all LNBs, please keep in mind the current business rules that limit one Genie per household. Technicians should not attempt to install a second Genie server under any circumstances.



Digital Reverse Band 3 LNB

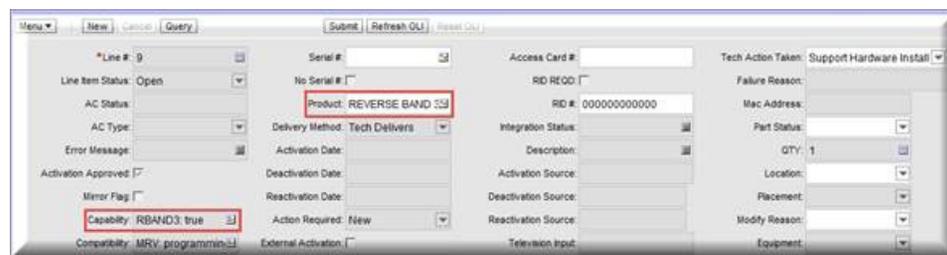


FIGURE 4. OLI