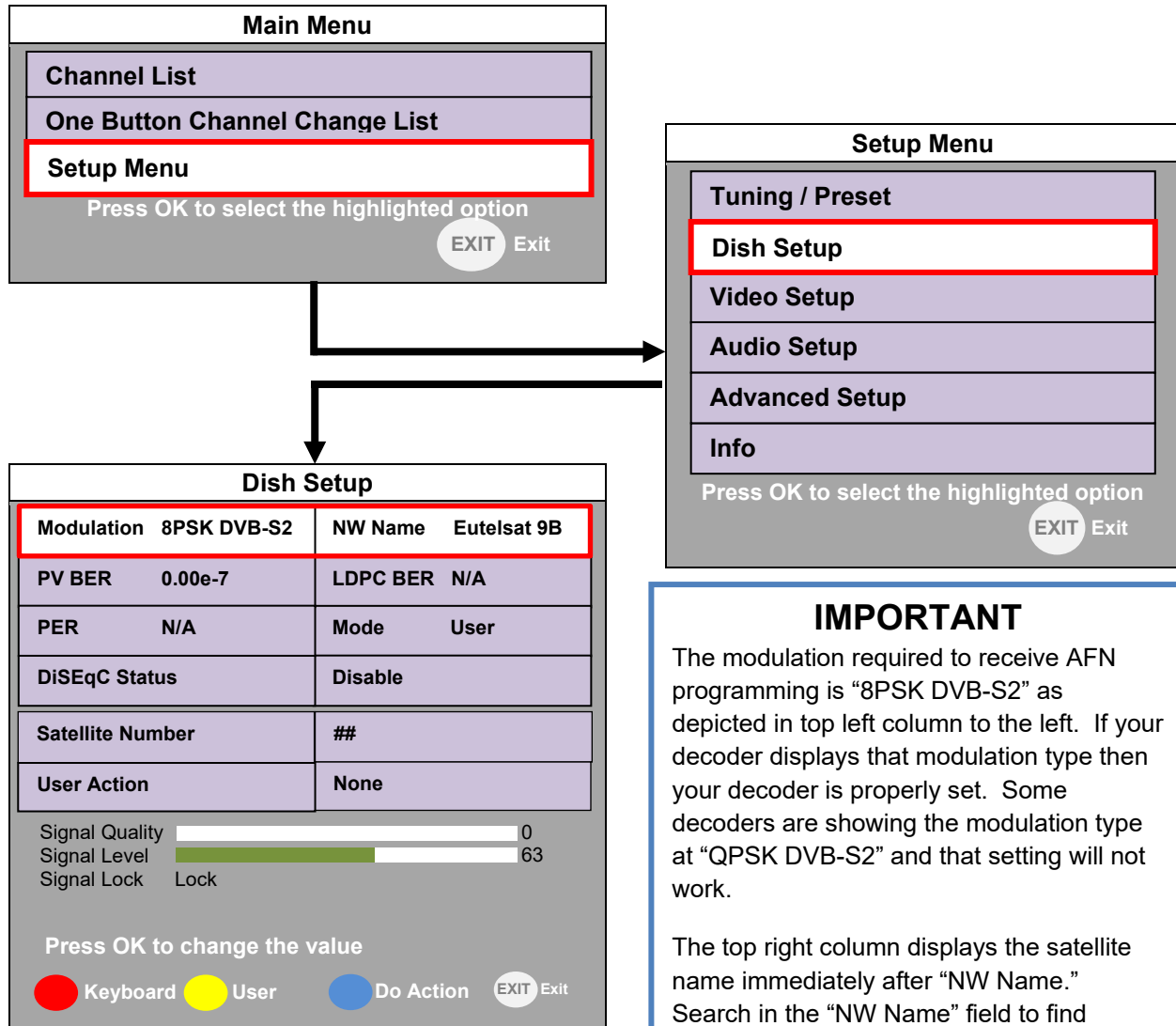# Cisco 9865 Modulation Troubleshooting Guide

Some Cisco 9865 decoder users, who have updated their decoder settings using the DVB-S2 guides AFN published and available at myafn.net/afnhd, are reporting their decoders will not work to decrypt and display the AFN signal. There are two DVB-S2 modulation types and some 9865's are not automatically selecting the correct type. This guide contains the procedure you need to follow to verify and change the modulation type.

Main Menu

Channel List
One Button Channel Change List
Setup Menu

Press OK to select the highlighted option

EXIT Exit

Setup Menu

Tuning / Preset
Dish Setup
Video Setup
Audio Setup
Advanced Setup
Info

Press OK to select the highlighted option

EXIT Exit

Dish Setup

Modulation	**8PSK DVB-S2**	**NW Name**	**Eutelsat 9B**
PV BER	0.00e-7	**LDPC BER**	N/A
PER	N/A	**Mode**	User
DiSEqC Status		Disable	
Satellite Number		##	
User Action		None	

Signal Quality   0
Signal Level   63
Signal Lock   Lock

Press OK to change the value

🔴 Keyboard   🟡 User   🔵 Do Action   **EXIT** Exit

IMPORTANT

The modulation required to receive AFN programming is "8PSK DVB-S2" as depicted in top left column to the left. If your decoder displays that modulation type then your decoder is properly set. Some decoders are showing the modulation type at "QPSK DVB-S2" and that setting will not work.

The top right column displays the satellite name immediately after "NW Name." Search in the "NW Name" field to find available satellites and select one from the list to the left. Once selected, the modulation should automatically change to the correct, 8PSK DVB-S2.

Press "OK" to save the selection.