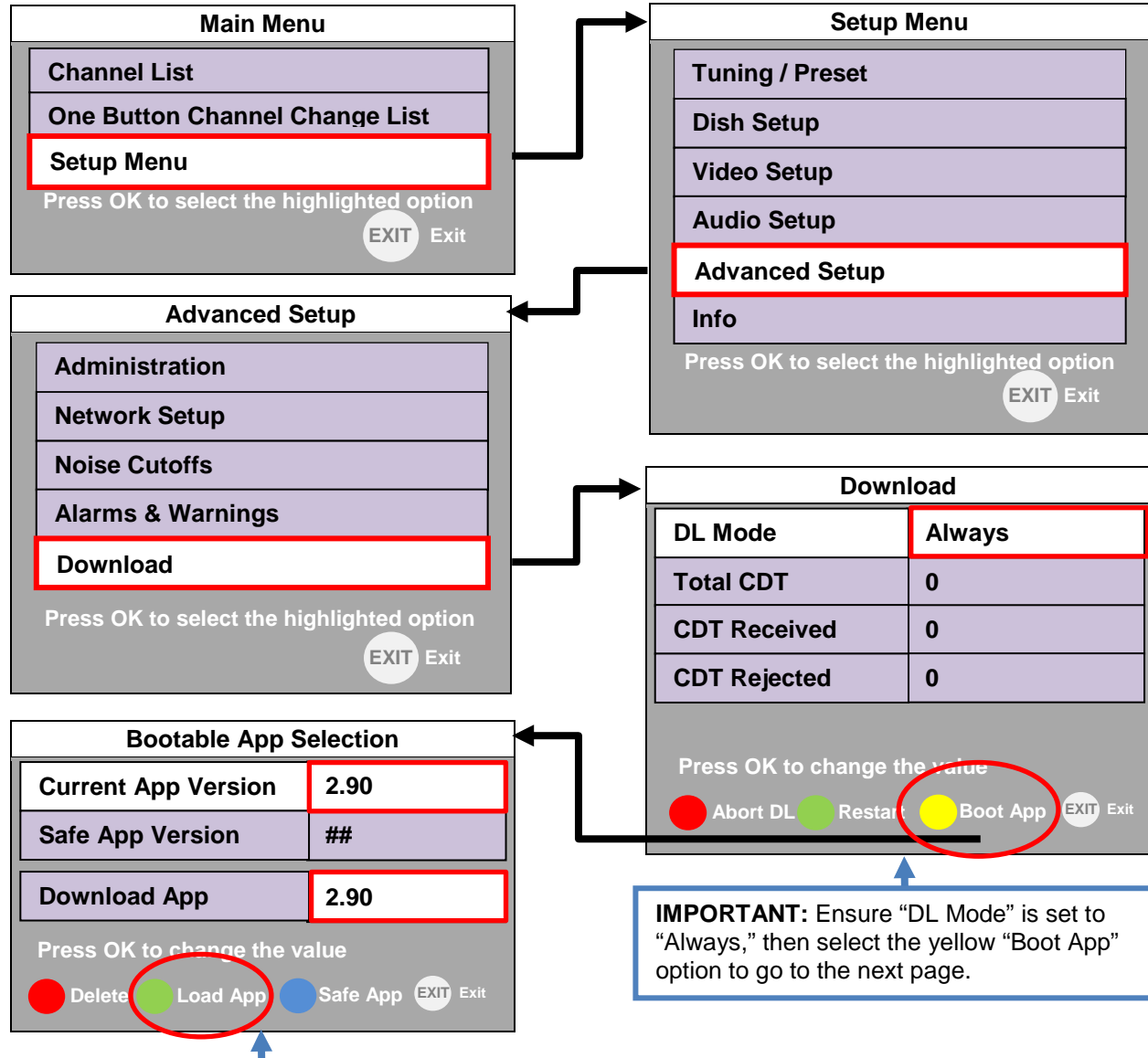




Cisco 9865 Operating System Update Guide

Your Cisco decoder operating system, called an application or app, needs updating just like applications on mobile phones and tablets. The current app version is always available on our satellite streams and this guide will step you through the process to ensure you have the current app version 2.90 as of Sept 2018. To always have the current app leave your decoder powered on or in standby mode at all times.

- ▶ **NOTE:** Ensure your decoder is powered on and tuned to one of the following channels:
 - 202 for DTS Pacific Ocean Region
 - 302 for DTS Atlantic and Indian Ocean Regions
 - 402 for DTH Pacific and Atlantic (the majority of customers get this feed)
- ▶ Leave your decoder tuned to the channel for at least two hours then proceed with the steps below.



IMPORTANT: If 2.90 displays in the "Current App Version" the currently running loaded application version is running. If version 2.90 **IS NOT** displayed here, skip to "Download App."

When "2.90" displays in the right column of the "Download App" you must select the green "Load App" button to load the software. You should see video return to your TV and you may have to wait up to two hours for the Authorization Key to arrive.