

A large white satellite dish antenna is the central focus, mounted on a complex metal structure. The dish is angled upwards against a clear blue sky. In the background, another similar dish is visible, and the silhouettes of trees are seen at the bottom of the frame. A red rectangular box is overlaid on the right side of the image, containing the title and update information.

OPERATIONS GUIDE

Updated April 2026

Technical & Support Contacts

CNN NewsSource Website & IP Delivery Issues:

- 800.272.4004
- nswebsupport@cnn.com

Signal/Decoder Issues & Authorization:

- Turner Distribution Technology: 404.827.2458
- Distribution.Technology@Turner.com

Info on a scheduled live event or breaking news feed:

- CNN NewsSource Live Desk: 404.827.2915

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Satellite Integrated Receiver/Decoder (IRD)

- A Cisco Affiliate can access CNN Newssource feeds via the coordinates on any DVB-S2 capable IRD (receiver).
- CNN Newssource affiliates can purchase a discounted IRD from Harmonics, Satellite Engineering Group (SEG), or Tulsat. Before purchasing a new IRD, please contact Craig Baker at 404-827-1311 or Distribution Technology at **404-827-2458** for more information.
 - **Harmonics: 1-800-828-5521**
 - **SEG: 913-375-1100**
 - **Tulsat: 866-714-3214**
- All IRD repairs are the station's responsibility. If your IRD malfunctions, we will ship you a "loaner" (if available) until your unit is repaired. Please contact CNN Newssource or Distribution Technology as needed.
- IRD Authorization is essential, therefore the Unit Address for each decoder is required. Without these numbers, we will not recognize your station as a bona fide licensee of the CNN services and will not provide you with a trip. This is especially problematic if you request a trip after normal working hours when no one from CNN Newssource Sales is available to clarify your affiliate status. For this reason, please request and complete an Authorization Request Form. After CNN Newssource Sales approves your Authorization Request Form, please contact the Distribution Technology Hotline at **404-827-2458** for authorization.
- For IRD Remote Control, newer Cisco PowerVu IRD models have GUI client software built into the unit that allows you to remotely change the channels on your receiver. You do not need to download or install any additional software. If you have questions, please contact Craig Baker at **404-827-1311** or Distribution Technology at **404-827-2458** for more information.
- Once your IRD has been authorized, it will provide you with an unscrambled signal. Program audio is located on Audio 1 Left/ Right Channel and is available in discrete stereo. Audio 2 Right Channel is being used for "Live Audio Alerts", see following.

Video over IP: TVU & LiveU

You can now access the 11 CNN NewsSource live signals via Video over IP (VoIP). CNN NewsSource has partnered with LiveU and TVU to provide our live signals to our affiliates on their platforms. If you would like to access the signals, please contact TVU and LiveU directly:

- **TVU: 650-440-4812**
- **LiveU: 877-885-4838**

“Live Audio Alerts”

CNN Live Audio Alerts are used by the CNN NewsSource team to transmit urgent messages to your newsroom staff. A standard configuration is made up of the following components:

- One (1) Atlas/Soundolier Surface mount 70v loud speaker
- One (1) Bogen 10 watt 70v audio amplifier

The Live Audio Alerts are not a replacement for your station’s main conduit of news information, the wire service. Instead, it is an enhancement to let your newsroom know immediately when:

- Live video of breaking news is about to be fed by CNN NewsSource
- Late breaking changes affect packages or live shots
- Satellite coordinates change
- Back haul video is available
- We announce plans for CNN’s live coverage of breaking news

Speaker Location - To maximize the benefits of the audio alert system, the speaker should be placed:

- Far enough away from the set so that incoming messages do not interfere with newscasts
- Near your station’s assignment editors and producers.

Volume Control - Stations can install an in-line wall mounted attenuator for remote volume control. The specifics on the attenuator have been sent to your Chief Engineer.

Web-based Live Audio Alerts

With CNN NewsSource’s “Virtual Live Audio Alerts” you’ll get the same audio alerts transmitted over the traditional alert system directly to your desktop computer. By simply clicking the “LIVE AUDIO ALERTS” icon at the upper right side of the newsource.cnn.com homepage, you’ll launch a player that will automatically stream audio alerts through your computer’s speakers.

Note: Keeping the website open is not necessary for keeping the live audio alerts up, as they will come from the media player your computer defaults to. Once you close the website, as long as you have the .asx file saved to your computer, you can always open the same file again without having to retrieve a new one from the NewsSource website.

Feeding Material to CNN

- The primary methods to deliver material to CNN are satellite, fiber and FTP.
- To send video via FTP, login to the Newssource website, go to the “I Want To” drop down, and select “Contribute Story”. Fill out the form and attach the video and script, and submit.
- To send CNN material via satellite, call CNN Content Transmission at **404-827-1094** to book a satellite window. At the appropriate time, the uplink should call **404-827-5200** to coordinate access. Once a signal has been established, the station may feed the material.
- To send CNN material via fiber, call your representative on the National Affiliate Desk to get approval. After speaking with your Assignment Editor, you will be transferred to someone in CNN Satellite who will book the fiber. Once the fiber has been booked and the window opens, you will be able to feed out on your fiber line.
- To send CNN material via fixed uplink, call CNN Content Transmission at **404-827-1094** and tell them you wish to use the CNN fixed uplink in location X. If available, CNN Content Transmission will book the uplink and a satellite window for the requested time. CNN Content Transmission will remotely bring the uplink on satellite and punch out a station’s requested source. It is the feeding station’s responsibility to ensure the appropriate path is correctly routed down the CNN fixed uplink path.



CNN Newssource HD Live Satellite and Transmission Info

Affiliates must install a Cisco PowerVu D9800. Before purchasing a new IRD, please contact Craig Baker at **404-827-1311** or Distribution Technology at **404-827-2458** for more information.

Support: 800-272-4004 or support@bitcentral.com

Satellite: Galaxy 19 (97W) KU Transponder 4

Horizontal Downlink: 1046 (LBand) or 11796 (KU Band)

Symbol Rate: 30 MS/s

FEC: 3/4

Transport System: DVB-S2 8PSK

Compression Format: MPEG-4

Video Format: NTSC/1080i

ModCod: 20% roll off, no Pilots

CNN HD (Live Breaking News) Satellite and Transmission Info

To receive CNN HD, it requires a C-Band LNB antenna (in most areas 3.7 meter (12 ft.) is adequate) with a Harmonic PVR 7100 Series receiver with embedded Verimatrix smart card technology. Consumer-grade decoders cannot be used. Before purchasing a new PVR, please contact Distribution Technology at **404-827-2458** for more information.

Satellite: Galaxy 14 C-Band

Orbital Position: 125 West Longitude

Transponder: 17

Polarization: Horizontal

Downlink Frequency: 4040 MHz

L-Band Frequency: 1110 MHz

Symbol Rate: 30 MS/s

FEC: 3/4

Transport System: DVB-S2

Compression Format: MPEG-4

Video Format: NTSC/1080i

Virtual Channel: 244

Excerpts of CNN HD may NOT include...

- Pictures or voices of CNN anchors, commentators and contributors
- Materials produced and/or distributed by British Broadcasting Corporation (“BBC”) without the express written permission of BBC
- Sports materials, including but not limited to those produced or distributed by third parties (including but not limited to National Broadcasting Company, American Broadcasting Company, CBS, Inc., National Basketball Association, Major League Baseball, National Football League and National Hockey League)
- Programming materials specifically identified as being produced and/or distributed by APTV and/or SNTV
- Materials from programs identified by CNN Newssource from time to time
- Any content originating or designated by CNN Newssource as originating from another CNN Newssource Program Licensee in the Market
- Any other Content designated by CNN Newssource as unavailable to Licensee, from time to time.

CNN Newssource Scripts

CNN Newssource provides rundowns, scripts and bulletins on our website at newssource.cnn.com.

CNN Newssource scripts service is available via FTP. Contact nswebservice@turner.com to get a login

If you have questions or need additional information regarding CNN Newssource wires, please contact Craig Baker at **404-827-1311**.

To Access Downloadable content

To access downloadable content from the CNN Newssource website, ask your IT or network team to implement any of the following options on your stations’ network:

- Open Port 49221 [UDP] Completely for all IPs Inbound/Outbound
- Open Port 49221 with the following domains whitelisted *signiant.com | *mediashuttle.com
- Open port 49221 and whitelist these IP’s [in this document](#) from Signiant. Signiant suggests downloading as a .json file or creating a CSV for most firewall programs rather than a manual add.

Note: Most affiliates should already have Port 49221 open, but they may have locked it down to the old CNN Oasis AWS Transfer Servers.

- Signiant Flight AWS IPs

For more information about Flight and ports: nswebsupport@cnn.com

CNN Content Transmission (formerly Newsbeam)

- CNN Content Transmission is a state-of-the-art satellite newsgathering and bookings group that assists stations in arranging satellite and fiber transmissions from locations all over the world.
- CNN Content Transmission is committed to being less expensive and less restrictive than other satellite newsgathering systems. Transponder space is leased on a first-come, first-served basis.
- Affiliates have full control over their uplink facilities, and CNN Content Transmission is always available to assist stations that are planning to purchase, repair or upgrade their Ku-Band satellite transmission and receive equipment.

Content Transmission: Satellite and Transmission Info

CNN Content Transmission has dedicated transponders available on two in-house satellites:

- SES 2 located at 87 degrees West
- SES 3 located at 103 degrees West CNN

NewsSource Affiliate Rates:

- In-house digital Ku transponders (5.5 MHz) \$5/min
- In-house analog Ku transponders \$8/min
- Out-of-house digital Ku transponders (5.5 MHz - 18 MHz) \$5/min - \$9/min*
- Out-of-house analog transponders \$11/min*

*Pricing varies depending on available vendors and will be disclosed at time of purchase CONTENT TRANSMISSION RESERVES THE RIGHT TO AMEND THIS RATE CARD AT ANY TIME

Content Transmission Cancellation Policies

If an advanced booked service is cancelled on in-house inventory more than 72 hours before the scheduled start time, there will be no charge; Cancelled between 48 and 72 hours, there is a 50% charge; Cancelled less than 48 hours, there is a 100% charge.

If Content Transmission is able to resell the cancelled space segment, the affiliate is no longer responsible for the charge.

Cancellation on out-of-house bookings vary; confirmed upon booking.

Content Transmission Booking Procedures

You may request satellite windows on the CNN NewsSource website or call the Content Transmission desk in Atlanta at **(404) 827-1510**.

You should have the following information available when booking:

- Window start and close times (in Eastern)
- Call letters of the truck or uplink facility doing the access
- The city or location where the uplink will occur
- A proper slug to identify the story
- And any satellite preferences or technical demands (digital, analog, C-band)

Once the booking has been confirmed, you will receive the satellite name, transponder and any applicable frequencies and parameters. Satellite space may also be inquired for future bookings. Any inquired space must be either firm booked or released by 7pm (Eastern) the night before the inquiry. We do not inquire satellite space for “Day Of” bookings.

Future satellite requests can be made for any time period within 30 days from the current date.

Content Transmission Hours & Access Procedures

CNN Content Transmission is staffed 24/7.

When the truck or uplink facility is ready to access the satellite, they should call the CNN Content Transmission access number in Atlanta: **(404) 827-5200**. When calling to access, be prepared to have the following information available:

- Truck or uplink facility call letters or ID
- An open phone line and number where the uplink can be reached at all times while on the satellite
- Operator Name

The following should also be checked:

- Antenna aiming
- Exciter tuned to correct frequency with proper subcarriers Polarization optimized
- HPA warmed up and ready for transmission

When ready to access, affiliates should come up on the given frequency with a low power CW carrier. This allows CNN Content Transmission to check the proper frequency as well as any cross-polarity issues. Once proper power has been established, you will be allowed to modulate and proceed to feed. We allow uplinks to access their feed 5 minutes before scheduled time in order to establish communication with the downlink and make sure that there are no issues. If you will need longer time to tune and troubleshoot, please consider booking a longer window.

FAQs

1. How do I know what live events are coming up?

CNN Newssource will provide an outlook of upcoming live events on the wires and on newsource.cnn.com. Please refer to the “CNN Live Events” advisory on the wires or the “Live Events” section of the Planner in newsource.cnn.com for the latest information. Additionally, Newssource will alert affiliates via Live Audio Alerts of upcoming events. If you have any questions regarding a live event please call Newssource at **404-827- 2915**.

2. How do I know what Newssource Channel a live event is going to be on?

CNN Newssource will list both in the “Live Events” advisory and in the Planner and on the appropriate channel for all live events in newsource.cnn.com. CNN Newssource will also notify affiliates via the Live Audio Alerts system of the appropriate channel when notifying stations a live event is imminent. If you have any questions regarding a live event, please call CNN Newssource at **404-827-2915**.

3. How do I get a custom tag?

If there is a package or live shot being offered with custom tags, you can book online through the CNN Newssource website or call the CNN Newssource Live Desk at **404-827-2915** to request a free tag.

4. How do I request file video?

To request file video call Newssource By Request at **404-827- 4636** or click “Order Archive Video” on newsource.cnn.com.

5. How do I book satellite or fiber time?

To book satellite space call CNN Content Transmission (formerly Newsbeam) at **404- 827-1094**. To book a fiber call your representative on the National Desk to get approval. After speaking with your Assignment Editor, you will be transferred to someone in CNN Satellites who will book the fiber. To book transmission from one of CNN’s fixed uplinks, call CNN Content Transmissions at **404-827-1094**.

6. Can I contact another station directly to request material?

Yes, but it is preferred that you first call the National Desk in Atlanta. Our editors could already be working on obtaining the video you are interested in getting for your newscast.

7. I see a CNN reporter covering a story but Newssource is not offering live shots. Can I use the CNN reporter?

It is sometimes possible for a station to do a “live hit” with a CNN reporter even if CNN Newssource is not offering live shots, depending on the reporter’s live schedule and package deadlines. Call your National Desk representative to make such a request.

8. Who should I call if I don’t see content on Bitcentral?

CNN Newssource can be reached at **404-827-2659**. If you believe it is a technical problem, Bitcentral support can be reached at **1- 800-272-4004** or support@bitcentral.com.

9. **I see an item listed on Bitcentral, but there is not video attached. What should I do?**

Please call CNN Newssource at **404-827-2659**.

10. **Can I work out of or send a guest to a CNN bureau?**

If you would like to work out of Atlanta or Washington, DC, please call the CNN Newssource Live Desk at **404-827-2915** to make arrangements. If you would like to work out of any other CNN bureau, please call your representative on the National Desk to make arrangements.

11. **My wires are down. Who should I call to report this and where else can I find a script for a coverage item?**

To report a technical problem with your wires please call Craig Baker at **404-827-1311**. If you encounter a problem with your wires after regular business hours please contact CNN Newssource at **404- 827-2659**. You can also find scripts for all coverage items on Bitcentral and the CNN Newssource website.

12. **How do I book a live shot?**

You can book a live shot in the CNN Newssource Website by going to the “I Want To” section of newsource.cnn.com and selecting “Book a Live Shot”. If you need any assistance booking online please call the CNN Newssource Live Desk at **404-827-2915**. You can also book a live shot directly by calling the CNN Newssource Live Desk.

13. **I’m experiencing technical difficulties with my Channels/IRD or Live Audio Alerts system. What should I do?**

Please call Turner Distribution at **404-827-2458**.

14. **I see something on CNN but Newssource is not putting it on Bitcentral or a channel. Why?**

Although rare, CNN Newssource does not always have distribution rights to everything being brought into CNN in Atlanta. There are some instances where the network is permitted to use a piece of video but not allowed to distribute to its affiliates.

15. **What is the difference between a fiber and a fixed uplink?**

A fiber is a direct, point-to-point transmission between affiliate stations. A fixed uplink is a direct link via fiber optic cable to an uplink facility.

16. **Do you have a listing of all CNN Newssource affiliates?**

Yes. Please call Newssource at **404-827-2659** for a current listing of CNN Newssource affiliates.

17. **How do I know if CNN is covering a story?**

You can check with CNN Newssource to find out if CNN is covering a story and what elements will be provided live or tape. If you have any questions about what will be delivered call **404-827-2659**. To find out if CNN Newssource is sending a reporter to cover a story with live shots, please call the CNN Newssource Live Desk at **404-827-2915**.

18. I'm using live pictures provided by CNN Newssource. How long will they be available?

Please refer to the “Live Events” advisory on the wires or the “Live Events” section of newssource.cnn.com for a complete schedule of live events. During breaking news, CNN Newssource will typically provide live pictures as long as a signal is available. For additional questions regarding live events please call CNN Newssource at **404-827-2915**.

19. What is the best screen resolution setting for using the CNN Newssource website?

1024 x 768

20. I have a question about the CNN Wire / Newssource Digital. What is the best contact information?

For information about a subscription to the CNN Wire or CNN Newssource Digital, please email newsourcedigital@cnn.com. If you are an existing CNN Wire client, for editorial or technical questions email newsourcedigital@cnn.com or call **404-827-WIRE** (9473).

21. I have a question about the CNN Wire Image Links. Where can I get additional information?

Please email newsourcedigital@cnn.com or call **404-827-WIRE** (9473).

22. Will closed captioning be maintained once I submit a video with embedded captions?

Effective July 1st, 2017, CNN Newssource will be passing through closed captioning embedded into submitted videos, per applicable FCC guidelines.

