

KVH[®] TracVision[®] A5



User's Guide



TracVision A5 User's Guide Addendum

ECO #6838

The following information applies to Revision C of the *TracVision A5 User's Guide* (KVH Part Number 54-0208).

DIRECTV®'s TOTAL CHOICE® MOBILE programming package for cars, SUVs, and vans currently excludes pay per view service.

8-4 Ordering Pay Per Views (PPV)

Systems Installed on Cars

As part of DIRECTV's mobile package, pay per view programming is currently unavailable for TracVision A5 systems installed on cars, SUVs, or vans. At this time, pay per view service is restricted to home accounts and cannot be delivered to conventional vehicles.

Systems Installed on RVs

Since RVs are considered mobile *homes*, DIRECTV's pay per view programming is available for TracVision A5 systems installed on RVs.

To purchase a pay per view event, please call DIRECTV at 1-800-DIRECTV (347-3288). *See your red Activation Card for your access card and receiver ID numbers.* The price of the event is noted in the program description.



Since the receiver is not connected to a phone line, you cannot purchase pay per view events through the onscreen menu.

TracVision A5 User's Guide Addendum

ECO #6705

The following information applies to Revision C of the *TracVision A5 User's Guide* (KVH Part Number 54-0208).

When you start up the TracVision antenna, do not move the vehicle for 20 seconds. This allows the antenna gyros to initialize properly, ensuring optimum satellite tracking performance.

2-1 Turning On the System

To quickly start watching satellite TV using the TracVision system, follow the simple steps below.



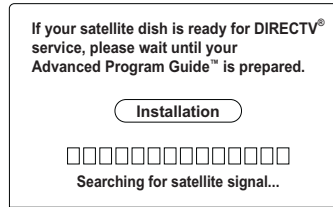
If you left the TracVision system ON when you turned off your vehicle, TracVision will automatically turn ON when you start up your vehicle. DO NOT DO ANYTHING! Wait 30-60 seconds for the program guide to load and you are ready to watch TV – if the program guide does not load, go to step 7.

- 1** Turn on your car.
- 2** Ensure that the receiver's power switch is turned ON. The light should be lit.
- 3** Turn on your video screen and select the satellite input (not the DVD/VCR input).
- 4** Do not move the vehicle for 20 seconds.

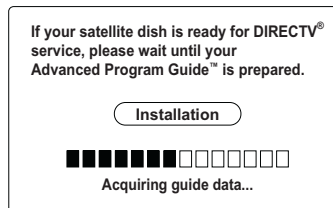


- 5 If the TracVision system was left on when you last turned off the vehicle, Message 1 then Message 2 will appear on the screen:

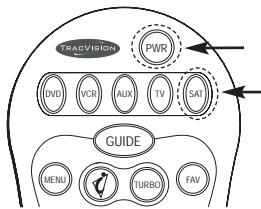
Message 1



Message 2



If the system was properly installed, you can keep the TracVision system turned on and not worry about draining your vehicle's battery. The system will power off whenever you turn off the vehicle.



- 6 **If Message 1 does not appear after 30 seconds**, press the remote control's SAT button.* Then press the POWER button. The receiver beeps twice to indicate that power is applied to the antenna. **Do not move the vehicle for 20 seconds.**
- 7 **If Message 2 does not appear after Message 1**, ensure that the antenna has a clear view of the satellite and there is no standing water (rain, dew, or ice) on the dome. The antenna requires an unobstructed view of the southern sky to receive satellite TV signals.** Once the antenna locks onto the satellite, the receiver starts downloading the program guide. **This may take up to 60 seconds.**

Once the program guide has loaded, you can start enjoying satellite TV!***

* If the SAT button doesn't illuminate red, check the remote control's batteries. See page 3.12.

** For details about satellite reception requirements, see page 1.6.

*** If you can only access the DIRECTV Preview Channel, your receiver has not been activated. See page v.

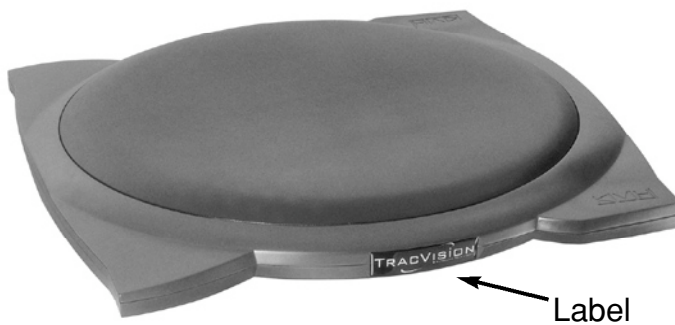
TracVision A5 User's Guide Addendum



ECO #6627

The following information applies to Revision C of the *TracVision A5 User's Guide* (KVH Part Number 54-0208).

To conserve power going to the antenna, the label lights and on/off switch described in *Section 9-2, "Turning the Label Lights On/Off,"* have been removed from the product. Since these label lights could be seen only in complete darkness, it was determined that the lights consumed power for very little added value.



TracVision A5 User's Guide Addendum



ECO #6516

The following information applies to Revision C of the *TracVision A5 User's Guide* (KVH Part Number 54-0208).

The RF-to-IR converter described in the manual has been replaced with a new RF converter. This new component receives RF signals from the remote control and converts them directly to digital signals, which the receiver can understand.

New RF Converter



The following pages show the resulting changes to the TracVision A5 User's Guide.

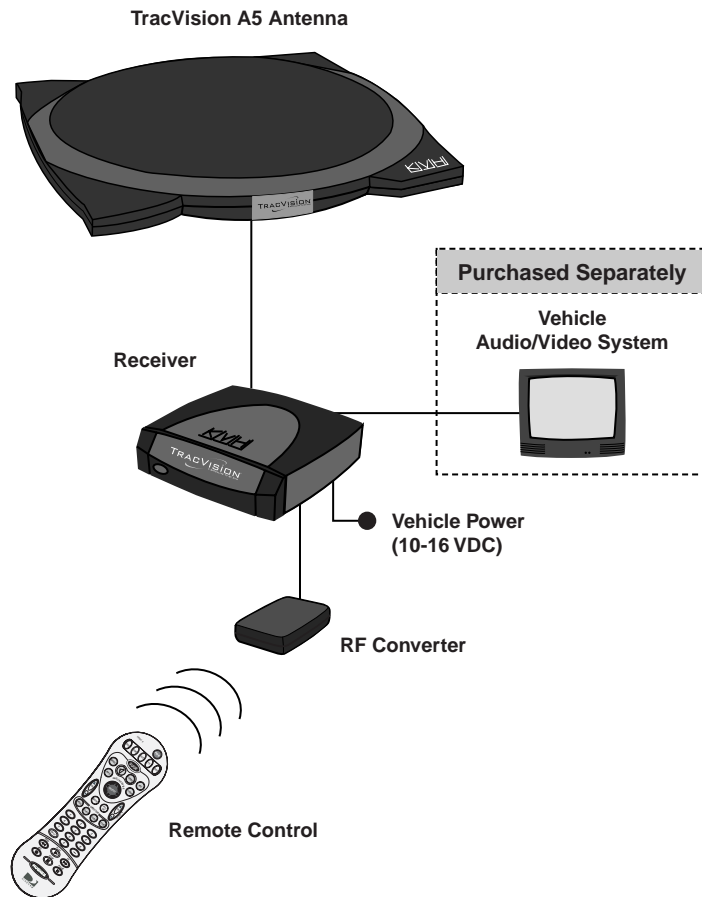
1-2 System Overview

Your TracVision A5 is a state-of-the-art, actively stabilized antenna system that delivers live satellite TV to your vehicle's audio/video entertainment system.

A complete satellite TV system includes the TracVision A5 antenna and receiver connected to the vehicle's audio/video entertainment system. The remote control and **RF converter** allow the user to operate the system from anywhere in the vehicle.

(RF = Radio Frequency)

TracVision A5 System Diagram (Typical Installation)



RF Converter

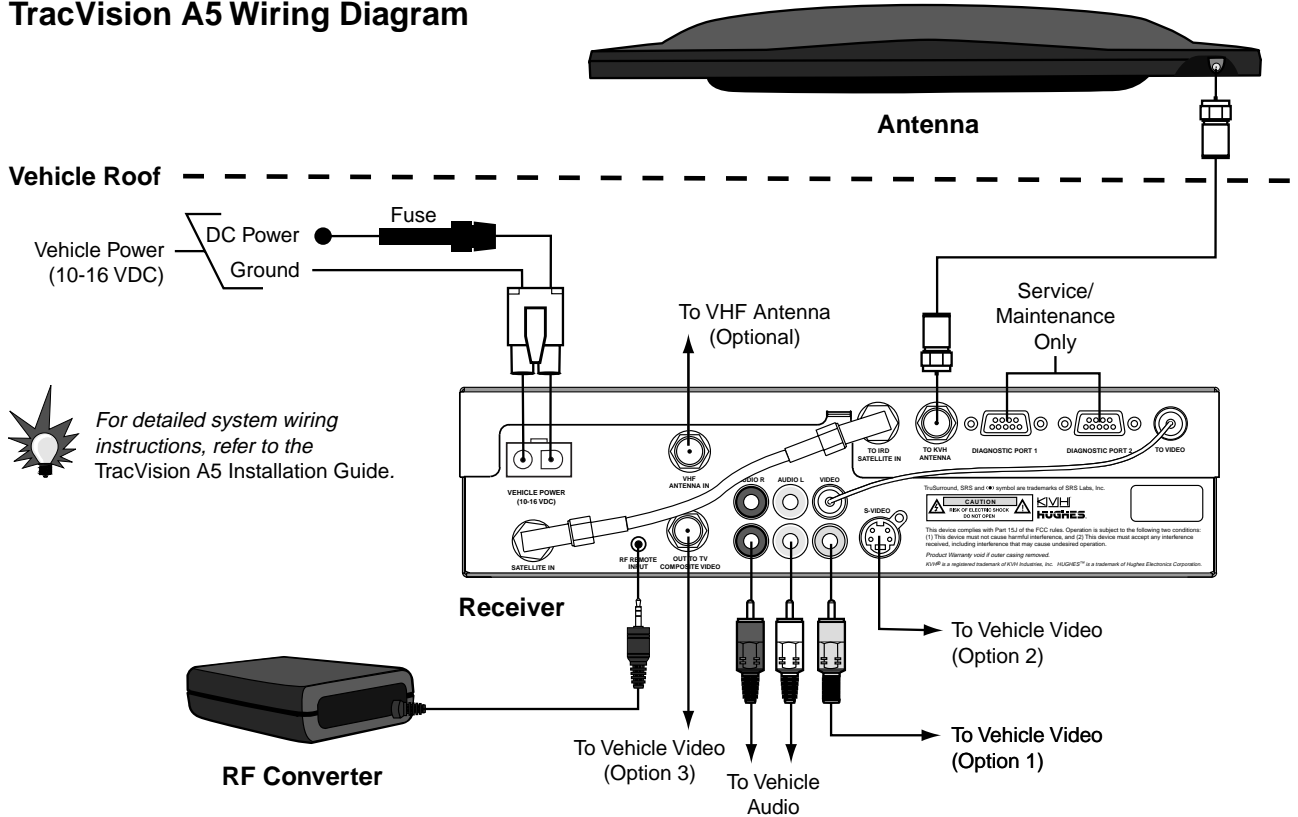
The RF converter receives radio frequency commands from the remote control, converts them to digital signals, and sends them to the receiver for processing.

Appendix C

Wiring Diagram

The diagram below shows the receiver's modified rear panel connections.

TracVision A5 Wiring Diagram



TracVision A5 User's Guide Addendum

ECO #6423

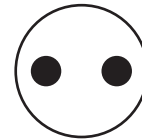
The following information applies to Revision C of the *TracVision A5 User's Guide* (KVH Part Number 54-0208).

Antenna Mounting Hardware

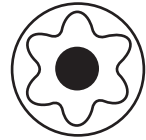
The tamper-resistant screws used to secure the antenna mounting clamps may differ from those described in the manual. Some screws may have a Snake Eyes® head instead of a TORX® head. The kitpack includes a Snake Eyes bit for removing these screws. Step 3 of Section 9-3, "Removing the Antenna from the Vehicle's Roof," on page 9.6 is superseded by the information below.

3. At each of the four mounting clamps, use either the T27 TORX bit or Snake Eyes bit, as required, to remove the two tamper-resistant screws.

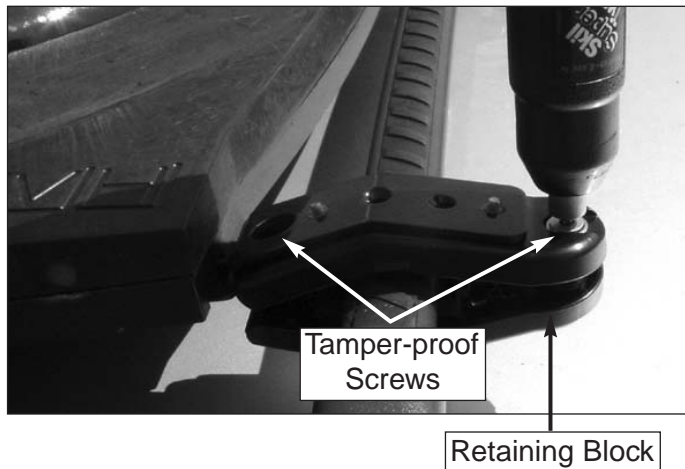
**Snake Eyes
Screw Head**



**TORX
Screw Head**



Removing the Mounting Screws



TracVision A5

User's Guide



Congratulations!

You have chosen the TracVision A5, a revolutionary antenna system delivering *live* satellite entertainment to your vehicle. With hundreds of channels of digital-quality TV and music for your passengers to enjoy, traveling on the road will never be the same!

This user's guide provides all of the basic information you need to use this system and receive the satellite entertainment you want. For detailed installation information, please refer to the *TracVision A5 Installation Guide*.



For your safety, this product must **NOT** be connected to any active monitor that is visible to the vehicle's driver while the vehicle is in motion. This product is intended for rear-seat entertainment only.

**Receiver
Serial Number**



**Antenna
Serial Number**



Installer: Please enter antenna serial number in box above.

These serial numbers will be needed for system activation and for all troubleshooting or service calls made regarding this product.



KVH Part # 54-0208 Rev. C

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Patents Pending



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Note on recording programming

Most television programs and films are copyrighted. This means that someone has legal rights governing the reproduction and distribution of this material. In certain circumstances, copyright law may apply to private taping of copyrighted materials. In most cases, it is permissible to record for your personal use, as long as you do not sell the material. You must act responsibly in this area—check into the matter if you are unsure.

Some pay-per-view programs may be licensed from producers as “view-only” programs. These are copyrighted programs, and may not be copied or reproduced for any purpose without the express written permission of the copyright owner.

Important Safety Instructions - Please Read Carefully

For your safety and protection, read this safety section carefully.

Heed Cautions – Be sure to follow all cautions on the product and in the operating instructions. Cautions are indicated by a  icon.

Follow Instructions – Be sure to follow all operating instructions as detailed in this manual.

The following caution appears on the back of the receiver:



Do not open the receiver's cover. Opening or removing the cover may expose you to dangerous voltage.



WARNING!

Avoid Driver Distraction

It is dangerous to watch television or operate the remote control while you are driving a vehicle. The TracVision A5 is designed specifically to provide entertainment to vehicle passengers and should never be connected to active video screens visible to the vehicle driver while the vehicle is in motion. Failure by the driver of a vehicle equipped with a TracVision A5 to pay full attention to traffic and road conditions could result in an accident or collision with personal injury or death resulting.

Do Not Attempt Repairs Yourself

Refer all servicing needs to qualified service personnel. Servicing is required when a unit has been damaged in any way or does not operate normally. Evidence of tampering or unauthorized repairs will void the warranty.

Federal Communications Commission (FCC) Regulatory Information

Declaration of Conformity – Standards to which Conformity is declared:
FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party's Name: KVH Industries, Inc.

Address: 50 Enterprise Center, Middletown, RI 02842

Telephone: 1-401-847-3327

Trade Name: KVH

Type of Equipment: Satellite Receiver

Model Number: TracVision A5

Federal Communications Commission (FCC) – This equipment complies with Part 15 of the FCC rules.

Part 15 Compliance – This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a vehicle installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by removing and applying power to the equipment, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and the receiver.
- Connect the equipment on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced auto electronics technician for help.

The user may find the following booklet, prepared by the Federal Communications Commission, helpful: "How to Identify and Resolve Radio and TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, DC.

To meet FCC requirements, only components certified to comply with Class B limits may be attached to this device. Operation with noncertified peripherals is likely to result in interference to radio and TV reception.

To meet FCC requirements, shielded cables are required to connect the device to another Class B certified device.

Receiver Activation

NOTICE: *This product will NOT work correctly unless you follow the procedure below.*

Before you can start watching satellite TV via the TracVision A5, the receiver must be activated. To activate your receiver, follow the steps below.

1. Call KVH's Activation Department at:
1-866-551-8004
 (24 hours a day, 7 days a week)
2. After activation is complete, KVH's Activation Department will provide you with an access card number and receiver ID number. Enter these numbers in the boxes below:

**Access Card
Number**

**Receiver ID
Number**

Keep the above numbers available; you may need them later for reference.



Please have your credit card and system serial numbers handy when calling to activate. The serial numbers are noted on the first page of this manual. The receiver cannot be activated without these numbers.

Technical Support

The TracVision A5 has been designed with durability and low maintenance in mind. If you experience an operating problem or otherwise require technical assistance, please call your local authorized TracVision A5 dealer/installer. If an authorized dealer/installer is not located nearby, contact KVH Technical Support directly:

Phone: (401) 847-3327

E-mail: techs@kvh.com

Internet: www.kvh.com/help

Send Us Your Comments About This Manual

If you have any comments regarding this manual, please e-mail them to manuals@kvh.com. Your feedback is greatly appreciated!

[Click here to go to our state-of-the-art Customer Support web page...the fastest and easiest way to get all of your questions answered!](#)

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1 Introduction

This section provides a basic overview of this manual and the TracVision A5 system. It also explains the three essentials for good satellite TV reception.

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1-1 Using this Manual

This manual provides complete instructions for operating your TracVision A5 system. Throughout this manual, important information is marked for your attention by the following icons:



A helpful tip that either directs you to a related area within the manual or offers suggestions on getting the highest quality out of your system.



An alert to important information regarding procedures, product specifications, or product use.



Indicates the most commonly used functions listed in *Section 3-1, "Remote Control Functions."*

Format Conventions

This manual uses the following typographical conventions to help clarify instructions:

Text Example	Description
...the MUTE button.	Remote control buttons
...the Cancel button.	Onscreen items

“Highlight”

For the purposes of this manual, the term “highlight” refers to the following operator action:

“Use the remote control’s joystick to move the highlight onto the desired onscreen item.”

Example: “Highlight the **Lock & Limits** tab” means “Use the remote control’s joystick to move the highlight onto the **Lock & Limits** tab.”

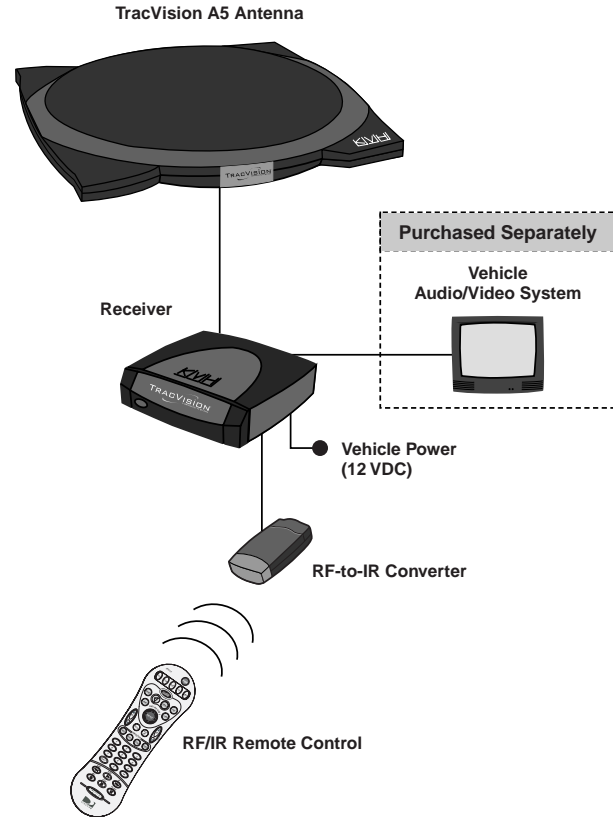
1-2 System Overview

Your TracVision A5 is a state-of-the-art, actively stabilized antenna system that delivers live satellite TV to your vehicle's audio/video entertainment system.

A complete satellite TV system includes the TracVision A5 antenna and receiver connected to the vehicle's audio/video system. The RF/IR remote control and RF-to-IR converter allows you to control the system from anywhere in your vehicle.

(RF = radio frequency; IR = infrared)

TracVision A5 System Diagram (Typical Installation)



System Components

Your TracVision A5 includes the following components:

Antenna Unit

The antenna unit houses the phased array, positioning mechanisms, low noise block (LNB), and control elements within a weathertight radome. A single cable connects the antenna to the receiver inside the vehicle.



Receiver

The receiver decodes satellite signals from the antenna unit and sends the signals to the vehicle's audio/video system. It also supplies power to the TracVision antenna. *For a basic wiring guide, see Appendix C, "Wiring Diagram," on page A.7.*



Remote Control

The wireless RF/IR remote control allows you to control the system from anywhere in the vehicle. The remote does not need to be pointed directly at the receiver for the signal to be received.



RF-to-IR Converter

The RF-to-IR converter receives radio frequency (RF) commands from the remote control, converts them to infrared (IR) signals, and sends them to the receiver.



1-3 Receiving Satellite TV Signals

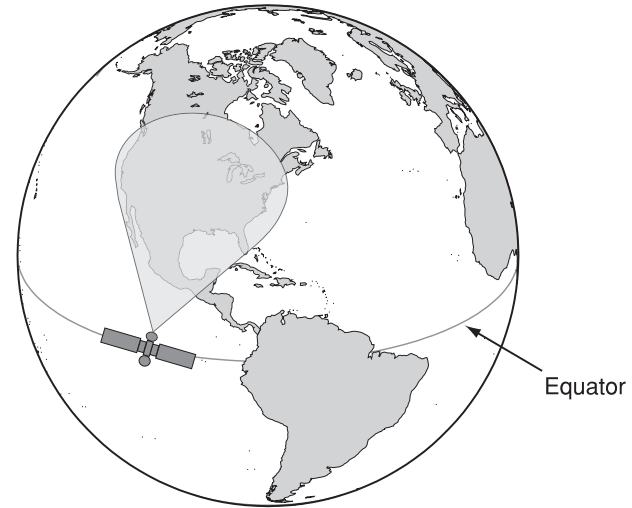
Like a satellite dish used at home, the TracVision A5 antenna needs a clear view of the DIRECTV satellite to receive satellite TV signals. Consider the three essentials noted on the following pages to ensure trouble-free reception.

Satellite Footprint

The DIRECTV satellite is located at a fixed position above the Earth's equator and beams TV signals down to North America. To receive TV signals from the satellite, you must be located within the satellite's coverage area, which encompasses much of the continental United States. As you approach the edges of this coverage area, the strength of the signal degrades, resulting in weaker reception.

A map showing the coverage area for the TracVision A5's DIRECTV service is provided on page A.3 of this manual.

DIRECTV Satellite Location



To view an up-to-date satellite coverage map, please visit KVH's web site at www.kvh.com/footprint.

Elevation Angle

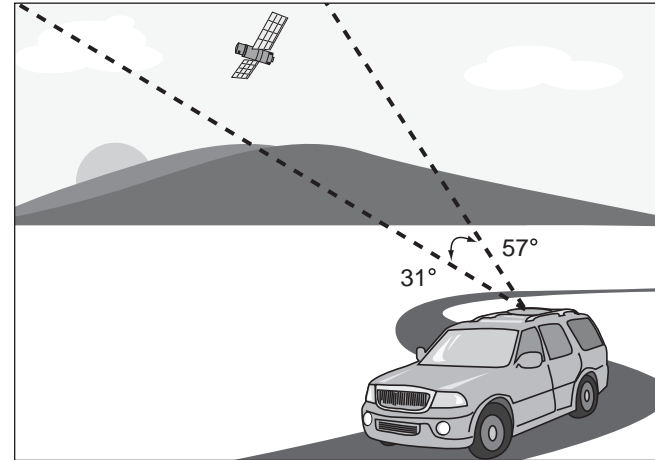
Since the satellite is located above the equator, the TracVision A5 antenna needs to point toward the southern sky to receive satellite TV signals. In addition, the antenna must be tilted at the proper elevation angle to point at the satellite. The further south you go, the higher the elevation becomes. For example, if you're in Boston, the satellite is located 33° above the southern horizon. But if you drive to South Carolina, the elevation increases to 45° .

While you're driving your vehicle, the antenna array inside the TracVision A5 radome automatically rotates toward the southern sky and tilts to the proper elevation (within a range of 31° to 57°), ensuring you're always pointed at the satellite and receiving the satellite entertainment you want.



If you travel to an area that requires an elevation angle lower than 31° or higher than 57° , you will exceed the antenna's tracking capabilities, resulting in a loss of reception.

TracVision A5 Elevation Angle Range



A map showing the DIRECTV satellite's elevation angles for the continental U.S. is provided on page A.5 of this manual.

Blockage

Since the TracVision A5 antenna must have a clear view of the DIRECTV satellite to receive satellite TV signals, anything that stands between the antenna and the satellite can block the signal, resulting in lost reception. Common causes of blockage include trees, buildings, highway overpasses, tunnels, and mountains. Heavy rain, ice, or snow may also temporarily interrupt satellite signals.



Since the TracVision antenna requires an unobstructed view of the southern sky to receive satellite signals, the system will not work when your vehicle is inside a garage.

The TracVision A5 system was designed to provide outstanding satellite TV reception while you're driving along the open road. When you're driving on city streets, however, satellite reception may become intermittent due to the large number of buildings that can block the satellite signal. Reception should improve once you reach an area that is clear of obstructions.

Example of Satellite Blockage



2 Quick Start Guide

This section provides basic operation instructions, so you can quickly start using your TracVision A5 system.

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2-1 Turning On the System

To quickly start watching satellite TV using the TracVision system, follow the simple steps below.



If you left the TracVision system ON when you turned off your vehicle, TracVision will automatically turn ON when you start up your vehicle. DO NOT DO ANYTHING! Wait 30-60 seconds for the program guide to load and you are ready to watch TV – if the program guide does not load, go to step 6.

- 1 Turn on your car.
- 2 Ensure that the receiver's power switch is turned ON. The light should be lit.
- 3 Turn on your video screen and select the satellite input (not the DVD/VCR input).



- 4 If the TracVision system was left on when you last turned off the vehicle, Message 1 then Message 2 will appear on the screen:

Message 1

If your satellite dish is ready for DIRECTV® service, please wait until your Advanced Program Guide™ is prepared.

Installation



Searching for satellite signal...

Message 2

If your satellite dish is ready for DIRECTV® service, please wait until your Advanced Program Guide™ is prepared.

Installation

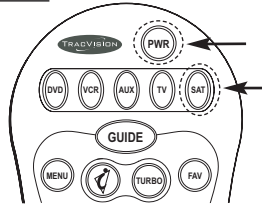


Acquiring guide data...



If the system was properly installed, you can keep the TracVision system turned on and not worry about draining your vehicle's battery. The system will power off whenever you turn off the vehicle.

- 5** If Message 1 does not appear after 30 seconds, press the remote control's **SAT** button.* Then press the **POWER** button. The receiver beeps twice to indicate that power is applied to the antenna.



- 6** If Message 2 does not appear after Message 1, ensure that the antenna has a clear view of the satellite and there is no standing water (rain, dew, or ice) on the dome. The antenna requires an unobstructed view of the southern sky to receive satellite TV signals.** Once the antenna locks onto the satellite, the receiver starts downloading the program guide. **This may take up to 60 seconds.**

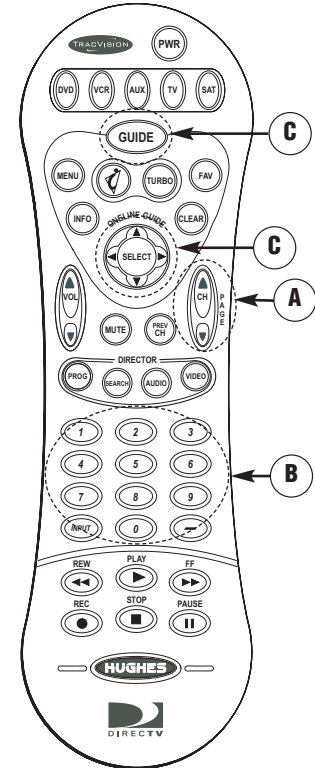
Once the program guide has loaded, you can start enjoying satellite TV!***

* If the SAT button doesn't illuminate red, check the remote control's batteries. See page 3.12.
 ** For details about satellite reception requirements, see page 1.6.
 *** If you can only access the DIRECTV Preview Channel, your receiver has not been activated. See page v.








2-2 Changing Channels

To change the channel, select any of the following options:

- A** Press the **CHANNEL (CH)** button to tune to the next or previous channel.
or
- B** Using the numeric keypad, enter the channel number.
or
- C** Press the **GUIDE** button to bring up the **program guide**. While in the program guide, use the joystick or **CHANNEL (CH)** button to scroll through the list, and press the joystick's **SELECT** button to tune to a channel.

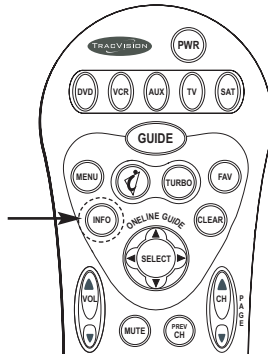


Program Guide

PROGRAM GUIDE All Channels		Thu, Feb 7 • 6:00PM		
The Weather Channel		 Picture-in-Guide An image of the currently airing program highlighted in the menu selection appears here		
None • 6:00PM - 7:00PM • Weather Local and national forecast, weekly planner and weekend outlook; severe weather focus at 10 minutes to the hour. Series, Interactive.				
Today	6 PM	6:30	7 PM	7:30
	The Weather Channel		The Weather Channel	
	DIRECTV INTERACTIVE Center			
	DIRECTV Pay Per View Previews 			
	DIRECTV Freeview 		DIRECTV Customer News	

Viewing a Program Description

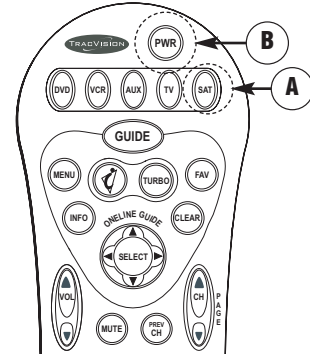
To view a description of the currently selected program, press the INFO button.



2-3 Turning Off the System

To turn off the system, follow the steps below:

- A** Press the remote control's SAT button. The button should blink red.
- B** Press the POWER button. The receiver beeps once to indicate that power to the antenna is turned off.



Why is my receiver beeping?

The receiver beeps to indicate the status of the TracVision antenna:

- 2 beeps = antenna is turned on
- 1 beep = antenna is turned off

Whenever you start your vehicle, the antenna powers on for 30 seconds even if the system was previously turned off (as long as the receiver's front panel power switch is in the "on" position).

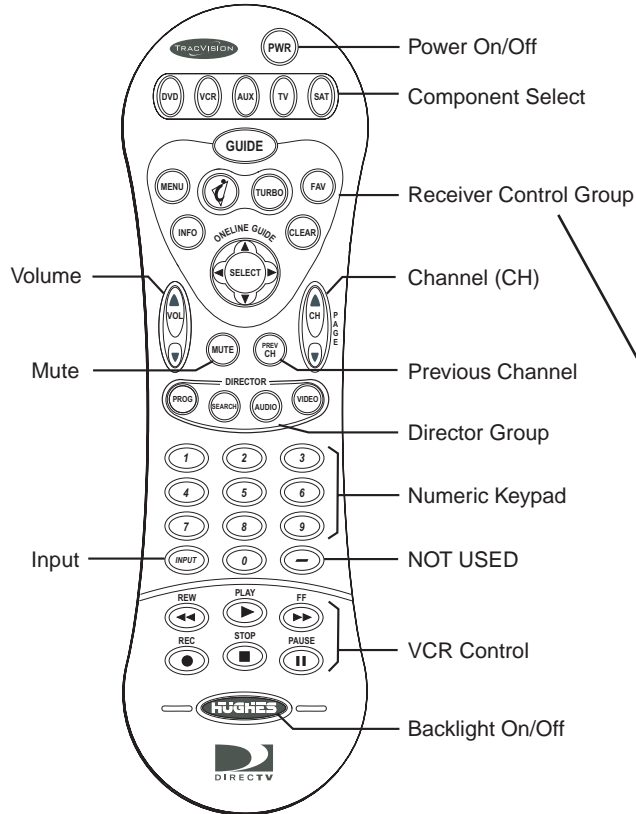
3 Using the Remote Control

This section explains how to use the remote control functions, program the remote to work with other components, and replace the remote control batteries.


Contents

3-1	Remote Control Functions	3.3
3-2	Programming the Remote Control to Operate Other Components	3.9
3-3	Installing the Remote Control Batteries	3.12

TracVision A5 Remote Control



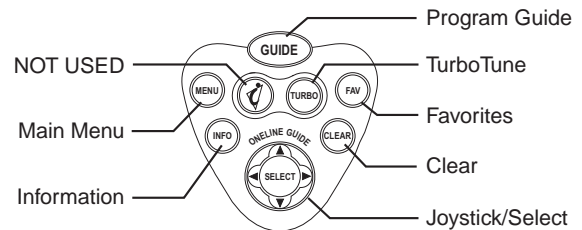
3-1 Remote Control Functions

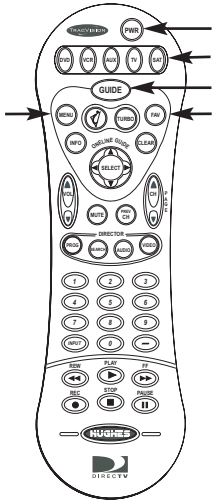
Your system comes with an easy-to-use, backlit remote control that allows you to operate the receiver from anywhere in the vehicle, day or night. This page shows the locations and names of the remote control buttons. The next few pages detail the buttons' functions. A  icon indicates the most frequently used functions.



*For your safety, this product must **NOT** be operated by the vehicle's driver.*

Receiver Control Group





Press the PWR button to turn the selected component's power on/off. If the SAT button is currently selected, pressing the PWR button turns the TracVision A5 system on/off.



Press the SAT component select button to control the TracVision A5 receiver. To control a different component, press the associated component select button. For example, press the VCR button to control the VCR.



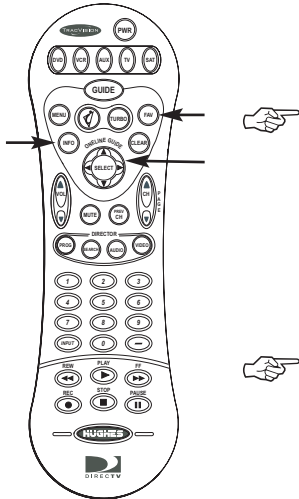
Press the GUIDE button to display the program guide. Press it a second time (while a program title is highlighted) to display the Category Filter menu. See *Section 5, "Using Program Guides,"* on page 5.1 for details.



Press the MENU button to bring up the main menu. The menu system allows you to access all system features and settings. See *Section 4-3, "The Menu System,"* on page 4.5 for details.



Press the TURBO button to display the TurboTune™ guide. TurboTune gives you quick access to 27 of your favorite channels. See *Section 5-4, "Using TurboTune for Quick Access to Favorite Channels,"* on page 5.7 for details.



Press the FAV button to view listings for your favorite channels. You can set up four different lists of favorite channels. Each press of the FAV button brings up the next favorite channel list. See *Section 6-1, "Using Favorite Channel Lists,"* on page 6.3 for details.



Press the INFO button to display a brief description about the program you are viewing. If the program guide is displayed, the INFO button provides scheduling information (and pay per view purchase information) about the highlighted program.



The joystick is the most often used remote control function. Using only the joystick, you can perform most onscreen functions.

Use the joystick to move up, down, left, or right through the onscreen displays.

Press the joystick in the *center* (SELECT) to activate or choose a highlighted menu option.

If you are currently watching a program, press the joystick up or down to display the OneLine guide. When the OneLine guide appears, press the joystick up or down to step to the next higher- or lower-numbered channel.



Press the CLEAR button to exit from any onscreen guide, remove banners, or cancel an action.



Use the VOLUME (VOL) button to raise or lower the volume on your TV (if the TV component button is selected). *The remote control must be programmed to operate your TV for the VOLUME button to work (see Section 3-2, "Programming the Remote Control to Operate Other Components," on page 3.9).*



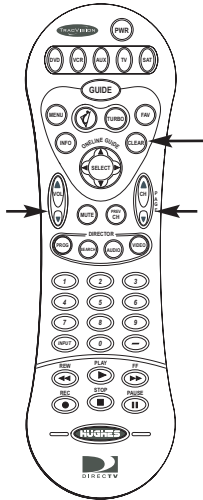
Press the MUTE button to turn off the volume on your TV (if the TV component button is selected). *The remote control must be programmed to operate your TV for the MUTE button to work (see Section 3-2, "Programming the Remote Control to Operate Other Components," on page 3.9).*

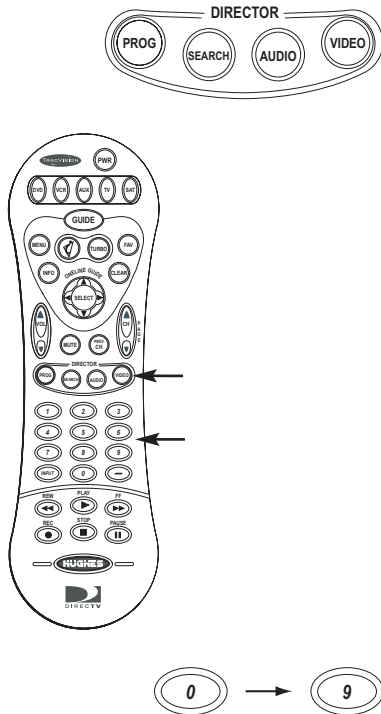


Press the PREVIOUS CHANNEL (PREV CH) button to toggle between the current channel and the last channel you were watching.



Use the CHANNEL (CH) button to change the channel to the previous or next available channel. Also use it to scroll through a page of program guide listings.





The DIRECTOR buttons provide convenient shortcuts to the following functions:

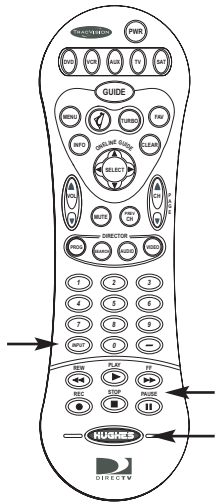
If the program guide is currently displayed, press the PROG button to use the program director, which allows you to program an event for viewing in advance. See *Section 8-3, "Using the Program Director to Schedule Future Programs,"* on page 8.7 for details.

Press the SEARCH button to bring up the WatchWizard™, which allows you to search for programs using criteria such as rating, showtime, language, and category. See *Section 6-4, "Using WatchWizard to Search for Programs,"* on page 6.10 for details.

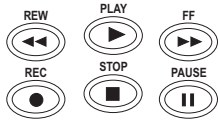
Press the AUDIO button to bring up the audio adjustment menu. See *Section 8-1, "Adjusting Audio Settings,"* on page 8.3 for details.

Press the VIDEO button to bring up the video adjustment menu. See *Section 8-2, "Adjusting Video Settings,"* on page 8.5 for details.

Use the numeric keypad buttons (0 - 9) whenever you need to enter a specific number, such as a channel or a lock code.



The INPUT button allows you to select programming from additional program sources such as a VCR or DVD player. Repeatedly press INPUT to cycle through each available input source in your system.



Use the VCR control buttons to operate your VCR or DVD player (if the VCR component button is selected). *The remote control must be programmed to operate your VCR/DVD player for the VCR control buttons to work (see Section 3-2, "Programming the Remote Control to Operate Other Components," on page 3.9).*



Press the HUGHES button to turn the remote control's backlight on/off.



If you lose your remote control, please call or visit your local KVH authorized dealer to order a replacement.

3-2 Programming the Remote Control to Operate Other Components

In addition to controlling the satellite receiver, you may be able to operate your vehicle's TV, VCR, DVD, or AUX components using your TracVision remote control. To program your remote control, choose either of the following programming options:

Option 1 - Code Scanning - See the procedure on the following page.

Option 2 - Code Entry - See the *TracVision A5 Installation Guide* for details.



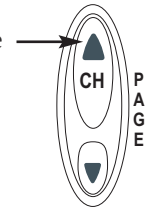
To use the code entry method, you'll need to know the correct manufacturer's device codes for each component you want to operate. Code scanning may be more time-consuming, but you don't need to know the manufacturer's control codes.

Code Scanning

1. Keep your remote control aimed at the IR input (or "eye") for the component you want to control. For example, if you want to program the remote control to operate your TV, keep the remote aimed at the TV's IR input (many in-vehicle TVs come with an IR eye built into the screen).
2. Press and hold the remote control's component button (for example, TV).
3. At the same time, press the MUTE button for two seconds.
4. Release both buttons.

The component button should light and remain lit. If it doesn't remain lit, repeat Steps 1 through 4 above.

5. Repeatedly press the upper part of the CHANNEL (CH) button.



6. Continue pressing the CHANNEL (CH) button to step through the codes until the component turns off, indicating that you have found the correct device code. *If you accidentally pass a code that responds or realize you may not have been aiming the remote control at the component, repeatedly press the lower part of the CHANNEL (CH) button to step backward through the codes.*
7. Press the remote control's POWER button to verify that you have found the proper code. The correct code will turn the component on and off.
8. Press the component button again to lock in the code (in this example, the TV button).

Operating Other Components

To operate a component, follow the steps below.

1. Press the component button (DVD, VCR, AUX, TV, or SAT) for the desired component.
2. Press the POWER button to turn that component on or off.
3. Use the remote control buttons that apply to that component. *For example, the VOLUME (VOL) and MUTE buttons apply only to a TV; the VCR control buttons apply only to a VCR or DVD player.*

Using More Than One Receiver

If you are using multiple satellite receivers, you can change a remote control ID to avoid interference or “cross talk” between the two remotes. The remote control ID can be a number from “001” to “008.”

For example, if you have two receivers, you can set one receiver and remote to 001 and the other receiver/remote to 002. That way, the 002 remote cannot operate the 001 receiver, and the 001 remote cannot operate the 002 receiver.



For details on ordering an additional TracVision A5 receiver, please call or visit your local KVH authorized dealer/installer.

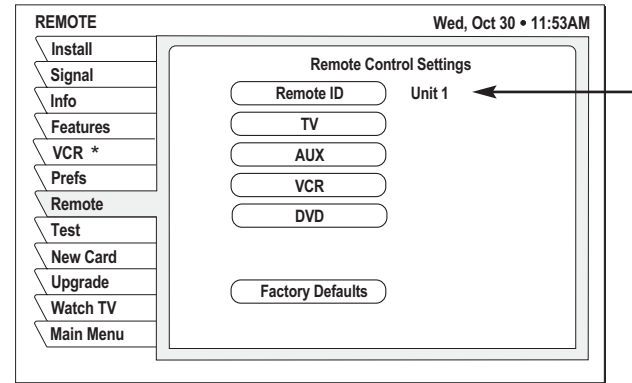
To set a remote control and receiver to use a different remote ID, follow the steps below.

1. First turn off the front panel power switch on the receiver you do not wish to change.



2. Press the MENU button to access the main menu.
3. From the main menu, highlight the **System Setup** tab and press SELECT.
4. Highlight the **Remote** tab to access Remote Control Settings.

Remote Control Code Entry



* VCR tab not available

5. Highlight the **Remote ID** button.
6. Press and hold the SAT button.

7. Press and release the MUTE button.
8. Release the SAT button. It should remain lit. If it doesn't, repeat Steps 4-6.
9. Enter the desired ID number ("001" to "008") using the numeric keypad.
10. Press the SAT button to lock in the code.
11. Press the SELECT button.

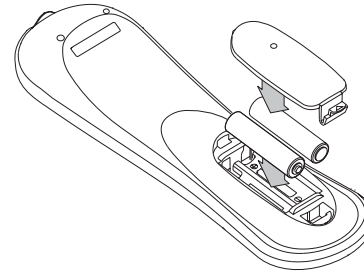
The number to the right of the highlighted **Remote ID** button will change to the new code. Check that the ID has been set properly by testing the remote control to ensure that it controls the satellite receiver.

3-3 Installing the Remote Control Batteries

To install or replace the remote control's batteries, follow the steps below.

1. Remove the battery compartment cover, located on the back of the remote control.
2. Insert two "AAA"-size batteries as shown, observing the correct polarity.
3. Replace the battery compartment cover.

Remote Control Batteries



4 Overview of Onscreen Displays

This section introduces the three types of onscreen displays: the Channel Banner, the Program Guide, and the Menu System.

Contents

4-1	The Channel Banner	4.3
4-2	The Program Guide	4.4
4-3	The Menu System	4.5

4-1 The Channel Banner

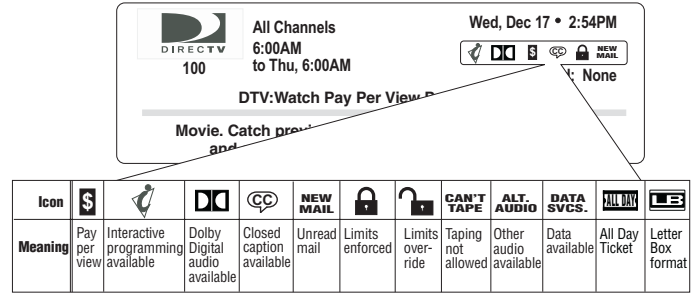
Whenever you change channels while you are watching TV, the channel banner appears at the top of the screen. You can also display the channel banner by pressing the INFO button while watching TV.

The channel banner displays the following information:

- Currently selected channel and program
- Description of the currently selected program
- Date/time
- Icons may appear below the date/time to indicate system status or details about the program

The channel banner disappears from the screen after a few seconds. Or press the CLEAR button to remove the channel banner immediately.

Channel Banner



4-2 The Program Guide

To display the program guide, press the GUIDE button. You can also access the program guide from the menu system's **Program Guide** tab.

The program guide displays the following information:

- Listing of current programs and up to seven days of future programming
- Short description of the program currently highlighted
- Date/time
- Icons may appear below the date/time to indicate system status or details about the program currently highlighted
- If the picture-in-guide feature is enabled, video of the currently selected channel appears in the upper right corner of the screen

Program Guide

PROGRAM GUIDE
All Channels

The Weather Channel
None • 6:00PM - 7:00PM • Weather Local and national forecast, weekly planner and weekend outlook; severe weather focus at 10 minutes to the hour. Series, Interactive.

Picture-in-Guide
An image of the currently airing program highlighted in the menu selection appears here

Today	6 PM	6:30	7 PM	7:30
	The Weather Channel		The Weather Channel	
	DIRECTV INTERACTIVE Center			
	DIRECTV Pay Per View Previews			
	DIRECTV Freeview		DIRECTV Customer News	

For details on how to use the program guide, see *Section 5, "Using Program Guides,"* on page 5.1.

With favorite channel lists and category filters, you can easily customize the channel guide to show only those channels or programs of interest to you. See *Section 6, "Setting Favorites and Filters,"* on page 6.1 for details.

4-3 The Menu System

To display the main menu, press the MENU button.

The menu system gives you access to all system functions and settings. The common elements of all menus are noted below.

The following icons appear in several menus:



Toggle or Step - Press SELECT to toggle (switch) a setting from “on” to “off” *or* to step through the available choices each time you press SELECT.

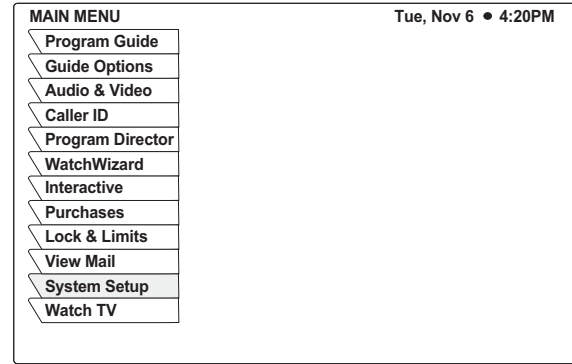


List of Options - Menu button will display a list of choices in a pop-up menu when you press SELECT.

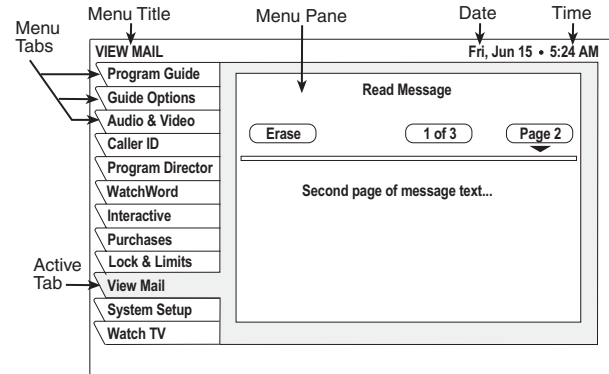


Series of Boxes - Multiple screens will appear in a series requesting that you enter numbers and/or letters for the particular feature when you press SELECT.

Main Menu



Menu Elements



To move the highlight:

Use the joystick to move the highlight within the menus.

To select a menu item:

Highlight the desired menu item and press the SELECT button to select a main menu item or execute an action.

To exit a menu or cancel an action:

Press the CLEAR button to exit a menu or cancel an action.

The following pages list all of the functions accessible from the menu system. These functions are explained in detail in later sections of this manual.



*You will not be able to use the **Caller ID**, **Interactive**, or **Purchases** tabs. These functions require a phone line connection, which is not possible with the TracVision A5.*

Main Menu Tab	Screens	Functions	See Page:
Program Guide	Program Guide	<ul style="list-style-type: none"> • View and modify the program guide 	5.1
Guide Options	Theme	<ul style="list-style-type: none"> • Filter the program guide by program category 	6.7
	Times	<ul style="list-style-type: none"> • Change the time period shown in the program guide 	6.9
	Fav List	<ul style="list-style-type: none"> • Select a specific channel list (Fav. A, Fav. B, Fav. C, Family, or New Channels) to be an active program guide 	6.4
	Fav Setup	<ul style="list-style-type: none"> • Create and edit a channel list (Fav. A, Fav. B, Fav. C, Family, or New Channels) 	6.3
	Options	<ul style="list-style-type: none"> • Set Guide Options: <ul style="list-style-type: none"> - Guide style (grid or logo) - Picture in guide (on/off) - Guide zoom (on/off) - Multi-color (on/off) - Channel sort (numeric or alphabetical) - Filters (temporary or persistent) - Reset options to default settings 	5.9
	Set Turbo	<ul style="list-style-type: none"> • Set and edit TurboTune channels 	5.7

Main Menu Tab	Screens	Functions	See Page:
Audio & Video	Audio	<ul style="list-style-type: none"> • Set default audio language and alternate audio language • Set left/right audio balance • SRS TruSurround (on/off) 	8.3
	Video	<ul style="list-style-type: none"> • Select screen ratio (4:3 or 16:9) • Center menus on your monitor (up/down and right/left) • Color scheme, onscreen display translucency, and color balance 	8.5
Caller ID	Caller ID	NOT USED	--
Program Director	Schedule	<ul style="list-style-type: none"> • Automatically tune to programs at a specific date/time 	8.7
WatchWizard	WWSetup	<ul style="list-style-type: none"> • Search for programming using specific words and other criteria 	6.10
	WWResult	<ul style="list-style-type: none"> • Display search results 	6.11
	Channels	<ul style="list-style-type: none"> • Search for channels based on categories of programming 	6.12
Interactive	Interact	NOT USED	--
Purchases	Upcoming	NOT USED	--
	Past	NOT USED	--

Main Menu Tab	Screens	Functions	See Page:
Lock & Limits	Lock	<ul style="list-style-type: none"> Lock and unlock the system 	7.3
	Fav Setup	<ul style="list-style-type: none"> Create a program listing containing only selected channels 	6.3
	Ratings	<ul style="list-style-type: none"> Set maximum program rating allowed for viewing 	7.5
	Limits	<ul style="list-style-type: none"> Set viewing times and maximum viewing hours 	7.6
View Mail	Mail	<ul style="list-style-type: none"> Read messages from DIRECTV 	8.10
System Setup	Install	NOT USED	--
	Signal	NOT USED	--
	Info	<ul style="list-style-type: none"> Display receiver information 	8.13
	Features	<ul style="list-style-type: none"> Display current receiver features 	8.13
	Prefs	<ul style="list-style-type: none"> Adjust user-selectable system settings 	8.11
	Remote	<ul style="list-style-type: none"> Change the remote ID 	3.11
	Test	<ul style="list-style-type: none"> Initiate a simple diagnostics test 	8.13
	New Card	<ul style="list-style-type: none"> Prepare a new access card 	8.13
	Upgrade	<ul style="list-style-type: none"> Display upgrade status and history 	8.13

5 Using Program Guides

This section explains how to select a program guide style, use the different guide features, and set guide preferences.

Contents

- 5-1 Program Guide Styles5.3
- 5-2 Using the Program Guide5.5
- 5-3 Using the OneLine Guide5.6
- 5-4 Using TurboTune for Quick Access
to Favorite Channels5.7
- 5-5 Setting Guide Preferences5.9

5-1 Program Guide Styles

You can set up the program guide to present information using either of two styles:

- Grid
- Logo

The following sections explain how to select a style and describe the features of each style.

Selecting a Guide Style

To select a guide style, follow the steps below.

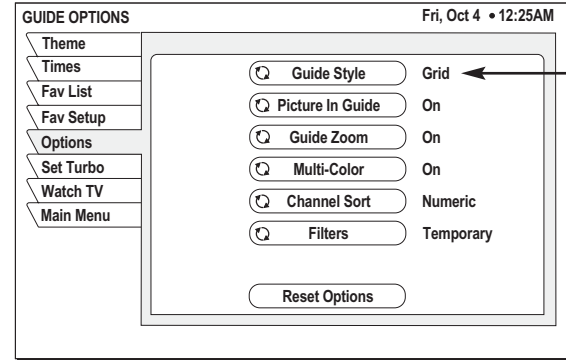
1. Press the GUIDE button twice to display the **Guide Options** menu [or select **Guide Options** from the main menu].



When the program guide is onscreen, simply press the GUIDE button once to display the Guide Options menu.

2. Highlight the **Options** tab.

Selecting a Guide Style



3. Highlight the **Guide Style** button.
4. Press the SELECT button to toggle between **Grid** and **Logo** guide styles.
5. Press the CLEAR button to return to the program you were viewing.

Grid Guide

- Easy to see what programs are available at a particular time.
- Lists up to seven days of current and upcoming programming.
- The program title and description appear above the grid as you highlight each program.

Grid Guide

PROGRAM GUIDE
All Channels Thu, Feb 7 • 6:00PM

The Weather Channel
None • 6:00PM - 7:00PM • Weather Local and national forecast, weekly planner and weekend outlook; severe weather focus at 10 minutes to the hour. Series, Interactive.

[Picture-in-Guide](#)

An image of the currently airing program highlighted in the menu selection appears here

Today	6 PM	6:30	7 PM	7:30
	The Weather Channel		The Weather Channel	
	DIRECTV INTERACTIVE Center			
	DIRECTV Pay Per View Previews PPV			
	LEB	DK	DIRECTV Customer News	

Logo Guide

- Select your favorite channels, rather than selecting specific programs.
- Only current programming can be selected from the logo guide.
- The current program title and description appear above the logo grid as you highlight each channel.

Logo Guide

LOGO GUIDE
All Channels Thu, Feb 7 • 6:00PM

[Picture-in-Guide](#)

An image of the currently airing program highlighted in the menu selection appears here

A description of the program currently airing on the highlighted network menu appears here, if available.

Title of the program on the network selected in menu

5-2 Using the Program Guide

To display the program guide:

Press the GUIDE button to bring up the guide.

To move the highlight:

Use the joystick to move the highlight within the guide.

Move the highlight to the right to show future programming. Move the highlight up/down to scroll through the listing. Move the highlight onto a channel icon to view that channel's current program in the picture-in-guide window (*if enabled*).

To scroll up/down one page:

Press the CHANNEL (CH) button up/down to scroll through a full page of guide entries at a time.

To jump to a specific channel listing:

Use the numeric keypad to enter the channel number to go directly to the listing for a specific channel.

To view a program's description:

Press the INFO button for a full description of the highlighted program.

To tune to a program:

Press the SELECT button to tune to a highlighted program. *The program must be currently in progress.*

To exit the guide:

Press the CLEAR button to exit the program guide.



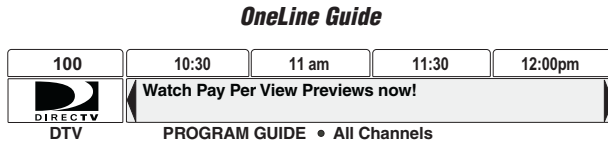
Cells with arrows indicate the program started at an earlier time or continues later than can be shown in the selected time period.



If program information cannot entirely fit in the space provided, an ellipsis (...) indicates that a portion of the title is not shown.

5-3 Using the OneLine Guide

The OneLine Guide, which appears at the bottom of your screen, displays a single line from the program guide, starting with the currently viewed channel.



To display the OneLine Guide:

Press the joystick up or down while watching TV to bring up the OneLine guide.

To move the highlight:

Use the joystick to move the highlight within the guide.

Move the highlight to the right to show future programming. Move the highlight up/down to display the next or previous channel.

To show the OneLine Guide for a specific channel:

Use the numeric keypad to enter the channel number to display the OneLine Guide for that channel.

To view a program's description:

Press the INFO button to display current or future program information in the channel banner.

To tune to a program:

Press the SELECT button to tune to a highlighted program.

To exit the guide:

Press the CLEAR button to exit the OneLine guide.

5-4 Using TurboTune for Quick Access to Favorite Channels

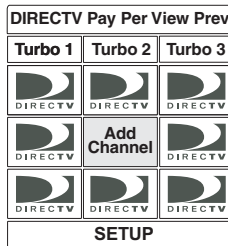
The TurboTune feature gives you quick access to 27 of your favorite channels. Three groups of nine of your favorite channels are available as Turbo 1, Turbo 2, and Turbo 3.

Setting TurboTune Channels

To set up channels in TurboTune, follow the steps below.

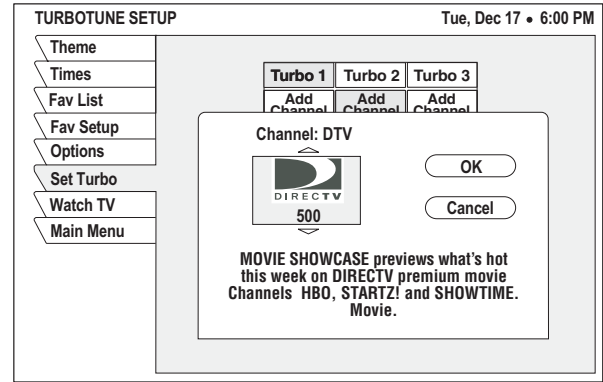
1. Press the TURBO button, then highlight the **Setup** button and press SELECT [or select **Guide Options** from the main menu, then highlight the **Set Turbo** tab].

TurboTune Guide



2. Highlight a vacant channel box (shows “Add Channel”) and press SELECT. *Or you can highlight an occupied box instead to overwrite its set channel with your new selection.*
3. Using the joystick or the CHANNEL (CH) button, choose the desired channel in the setup box (shown below) and press SELECT. *You can also use the numeric remote control buttons to enter a specific channel number.*

Adding a Channel to TurboTune











4. Highlight the **OK** button and press SELECT.

Adding the Current Channel to TurboTune

If you want to add the channel you're currently watching to TurboTune, follow the steps below.

1. Press the TURBO button to display the TurboTune guide.

TurboTune Guide

DIRECTV Pay Per View Prev		
Turbo 1	Turbo 2	Turbo 3
		
	Add Channel	
		
SETUP		

2. Highlight a vacant channel box (shows "Add Channel") and press SELECT to add the channel you are watching to the TurboTune guide.

Selecting a Channel from TurboTune

To tune to a channel in TurboTune, follow the steps below.

1. Press the TURBO button.



Press the TURBO button to cycle through Turbo 1, Turbo 2, and Turbo 3 program groups while the TurboTune guide is onscreen.

2. Highlight the channel you want to watch and press SELECT.

Renaming TurboTune Groups

You can rename each nine-channel TurboTune group to anything you choose, using up to 10 letters, numbers, spaces, etc. For example, Turbo 1 could be renamed “Mom” and Turbo 2 renamed “Dad.”

To rename a group, follow the steps below.

1. Press the TURBO button [*or* select **Guide Options** from the main menu and highlight the **Set Turbo** tab].
2. Highlight the grid name (**Turbo 1**, **Turbo 2**, or **Turbo 3**) that you want to rename and press SELECT.
3. Use the onscreen keyboard to enter the new name (to enter a letter on the keyboard, highlight the letter and press SELECT).
4. Once you’ve entered the desired name, highlight the **OK** button and press SELECT.

*To redo the entry, highlight the **Clear** button and press SELECT. To cancel the change, press the **CLEAR** button [*or* highlight the **Cancel** button and press SELECT].*

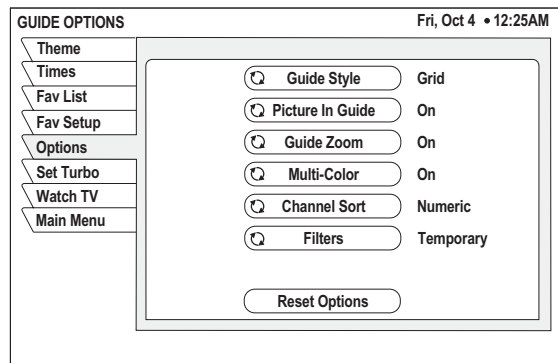
5-5 Setting Guide Preferences

The Guide Options menu allows you to customize the appearance and behavior of onscreen guides.

To set guide preferences, follow the steps below.

1. Press the GUIDE button twice while watching a program [*or* select the **Guide Options** tab from the main menu].
2. Highlight the **Options** tab.

Guide Options



- Highlight the menu button for the setting you wish to modify:

Guide Style

Press SELECT to choose either **grid** or **logo** style of program guide. See *Section 5-1, "Program Guide Styles,"* on page 5.3 for details.

Picture In Guide

Press SELECT to turn the picture-in-guide feature on/off. If turned on, video of the currently selected program appears in a small box when you're viewing the program guide.

Guide Zoom

Press SELECT to turn guide zoom on/off. If turned on, and the picture-in-guide feature is turned on, video of the currently selected program "zooms in" to the small screen when the program guide is selected. If turned off, the "zooming" animation from full screen to small screen is disabled.

Multi-Color

Press SELECT to turn multi-color on/off. If turned on, program cells appear in different colors, based on their type of content. The four colors are as follows:

Color	Category
Orange	News
Green	Sports
Purple	Movies
Blue	Other

If multi-color is turned off, all cells are blue in color.

Channel Sort

Press SELECT to choose either **numeric** or **alpha**. If numeric, the program guide is sorted by channel number. If alpha, the program guide channels are sorted alphabetically.

Filters

Press SELECT to choose either **temporary** or **persistent**. If temporary, the filters you apply are active only while the program guide remains onscreen; once you exit the program guide, all filters are cleared. If persistent, the filters you apply remain active after you exit the program guide.

6 Setting Favorites and Filters

This section explains how to set up lists of favorite channels, filter the program guide by category and time, and search for programs based on content.

Contents

6-1	Using Favorite Channel Lists6.3
6-2	Filtering the Program Guide6.7
6-3	Selecting Guide Times6.9
6-4	Using WatchWizard to Search for Programs6.10

6-1 Using Favorite Channel Lists

Favorite channel lists help you organize the hundreds of available channels into more manageable groups. Each of the four lists can contain as many or as few channels as you wish. You can customize these groups in several ways. For example, Fav. A could be Dad's favorite channels, Fav. B could be Mom's favorites, Fav. C could be the kids' channels, and Family could be all channels that Mom and Dad have deemed appropriate for the entire family.

Creating a Channel List

1. Press the MENU button to access the main menu.
2. Highlight the **Guide Options** or **Lock & Limits** tab from the main menu and press SELECT.
3. Highlight the **Fav Setup** tab and press SELECT to open the Favorite List Setup pane.

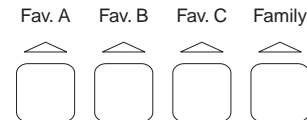
Favorite List Setup

Fri, Sep 18 • 6:00 PM

FAVORITE LIST SETUP

<ul style="list-style-type: none"> Theme Times Fav List Fav Setup Options Set Turbo Watch TV Main Menu 	<p style="text-align: right;">List: MYLIST</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Channel</th> <th style="text-align: center;">✓</th> <th style="text-align: center;">□</th> <th style="text-align: center;">□</th> <th style="text-align: center;">✓</th> <th></th> </tr> </thead> <tbody> <tr> <td>120 • WABC</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><input type="button" value="Auto Set"/></td> </tr> <tr> <td>121 • WQED</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><input type="button" value="Rename"/></td> </tr> <tr> <td>122 • ESPN</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><input type="button" value="Add All"/></td> </tr> <tr> <td>123 • HBOW</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><input type="button" value="Delete All"/></td> </tr> <tr> <td>New Channels</td> <td colspan="3" style="text-align: center;"><input type="text" value="26"/></td> <td colspan="2" style="text-align: right;"><input type="button" value="New Chan"/></td> </tr> </tbody> </table> <p style="font-size: small; text-align: center; margin-top: 10px;">Quality entertainment for the whole family, featuring animated XYZ classics, original series, entertainment specials, and movies. Included at no additional charge in DIRECTV TOTAL CHOICE Packages.</p>	Channel	✓	□	□	✓		120 • WABC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Auto Set"/>	121 • WQED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Rename"/>	122 • ESPN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Add All"/>	123 • HBOW	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Delete All"/>	New Channels	<input type="text" value="26"/>			<input type="button" value="New Chan"/>	
Channel	✓	□	□	✓																																	
120 • WABC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Auto Set"/>																																
121 • WQED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="Rename"/>																																
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New Channels	<input type="text" value="26"/>			<input type="button" value="New Chan"/>																																	

The four columns of small boxes are called tag boxes. The first three columns of tag boxes are the Fav. A, Fav. B, and Fav. C. channel lists. The last column is the Family list.





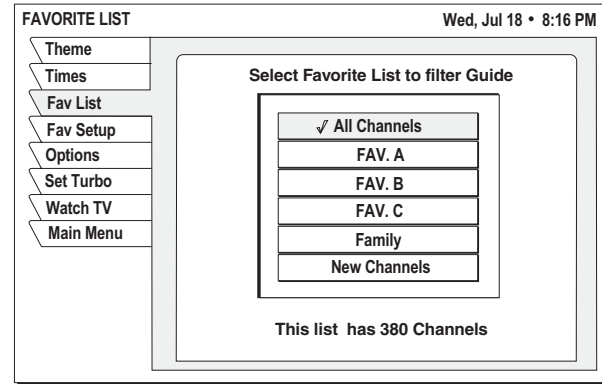
If the Family list has not had any channels added to it, and the receiver is locked, no channels can be viewed without first unlocking the receiver. To avoid this inconvenience, create the Family list before locking the receiver. See Section 7, "Using Access Controls," on page 7.1 for details about controlling system access.

4. In the desired channel list column, highlight the tag box for the channel that you want to add or remove. Use the joystick or CHANNEL (CH) button to scroll up or down to view other channels.
5. Press SELECT to add or remove the check mark in the tag box. A check mark indicates that the channel is included in the favorite channel list. (In the example on the previous page, WABC is included in the Fav. A and Family channel lists, but not the Fav. B or Fav. C channel lists.)
6. When you have added all of the channels that you want in your list, press the CLEAR button to resume watching TV.

Switching Between Favorite Lists

Once you have created your favorite channel lists, use the remote control's FAV button to cycle through them quickly and easily. Each press of the FAV button brings up the next favorite channel list. [You can also select a list by highlighting the **Fav List** tab from the Guide Options menu.] Only channels that are set up in the selected favorite channel list will be accessible for viewing.

Favorite Lists



Renaming a Channel List

1. At the Favorite List Setup pane, highlight the **Rename** button and press SELECT.

A Rename List menu appears. You can rename the first three lists. You cannot rename the All or Family lists.
2. Highlight the list you wish to rename and press SELECT.
3. Use the onscreen keyboard to enter the new name (to enter a letter on the keyboard, highlight the letter and press SELECT).
4. Once you've entered the desired name, highlight the **OK** button and press SELECT.

*To redo the entry, highlight the **Clear** button and press SELECT. To cancel the change, press the **CLEAR** button [or highlight the **Cancel** button and press SELECT].*

Generating an Auto Set List

The Auto Set function generates a complete list of viewable channels.



Auto Set may exclude some channels, such as the Music Choice channels, or include some pay per view channels. This does not mean that the receiver is faulty. These channels were excluded or included due to the receiver's analysis process. You can manually edit the list to correct these oversights.

To generate an Auto Set list, follow the steps below.

1. At the Favorite List Setup pane, highlight the **Auto Set** button and press SELECT.
2. Highlight a favorite channel list to be programmed and press SELECT.

It may take several minutes for the receiver to scan through all channels and determine which ones you're authorized to receive. The scan results will be stored in the selected favorite channel list.

Adding and Removing Channels

To add or delete a channel from a selected favorite channel list, follow the steps below.

To add all available channels to a favorite list:

1. At the Favorite List Setup pane, highlight the **Add All** button and press SELECT.
2. Highlight the list you wish to modify and press SELECT.

To remove all channels from a favorite list:

1. At the Favorite List Setup pane, highlight the **Delete All** button and press SELECT.
2. Highlight the list you wish to modify and press SELECT.

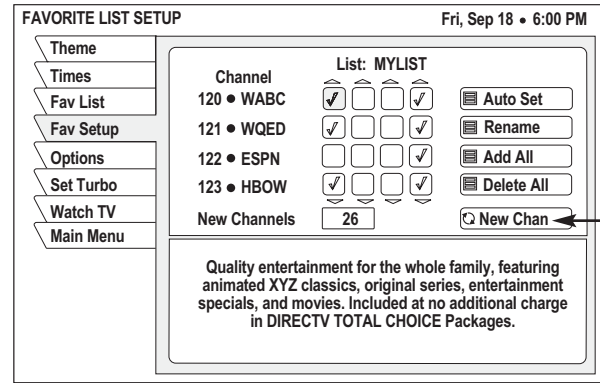
To add or delete individual channels from a favorite list:

At the Favorite List Setup pane, highlight the tag box for the particular channel you wish to add or remove and press SELECT. A check mark indicates that the channel is included in the selected favorite channel list. An empty tag box indicates that the channel is excluded from the list.

Finding New Channels

Occasionally, new channels are added to the available programming selections. The number of channels that have been added since you created your channel list appears in the New Channels window on the Favorite List Setup pane. To view these channels in the lists, highlight the **New Channels** button and press SELECT.

Favorite List Setup



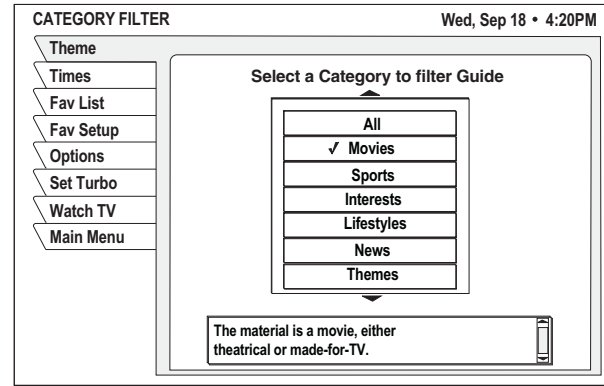
6-2 Filtering the Program Guide

The Category Filter menu allows you to filter the program guide to show just those channels that match your viewing interests.

To filter the guide by program categories, such as movies, sports, or news, follow the steps below.

1. Press the GUIDE button twice while watching TV [*or* select the **Guide Options** tab from the main menu]. *If the Program Guide is currently displayed, press the GUIDE button just once.*
2. Highlight the **Theme** tab.

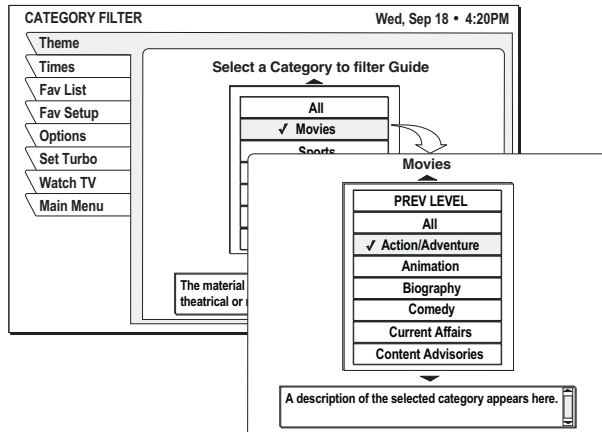
Category Filter



3. Highlight a category (other than **All**) and press **SELECT**.
4. A subcategory menu appears, allowing you to further refine a chosen theme (*see the illustration on the following page*). To choose a subcategory, highlight the subcategory and press **SELECT**.

For example, if you select the Movies category, you can then refine your selection using a subcategory such as Action/Adventure, Animation, Biography, Comedy, and others as shown below.

Filtering by Movie Categories



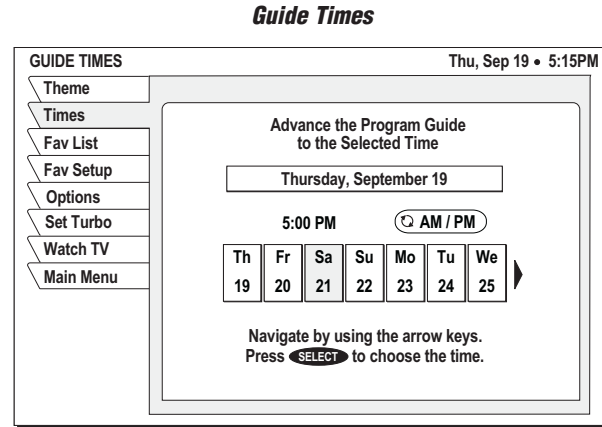
Once you've selected a category/subcategory, the program guide will be filtered to show only those channels offering programs of the selected category and subcategory. In this example, the guide would only display channels featuring Action/Adventure movies.

6-3 Selecting Guide Times

The Guide Times menu provides easy access to future programming information.

To advance the guide to a future day/time period, follow the steps below.

1. Press the GUIDE button twice while watching TV [or select the **Guide Options** tab from the main menu]. *If the Program Guide is currently displayed, press the GUIDE button just once.*
2. Highlight the **Times** tab.
3. Highlight the **AM/PM** button and press SELECT to toggle between **AM** and **PM**.
4. Highlight the day you want the guide to begin and press SELECT.



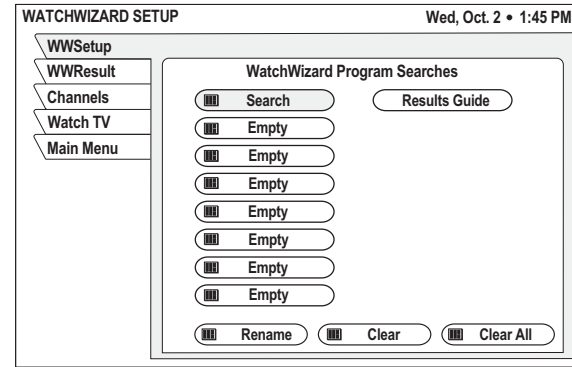
6-4 Using WatchWizard to Search for Programs

WatchWizard allows you to search for programs using criteria such as rating, showtime, language, and category. You can even search for a specific word found in program titles or descriptions. WatchWizard can store up to eight separate searches using any combination of criteria and text.

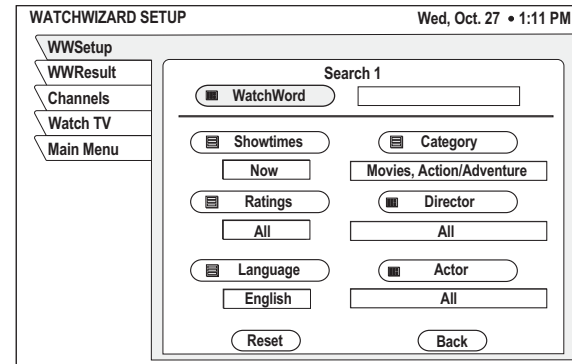
Performing a Search

1. Press the SEARCH button [or select the WatchWizard tab from the main menu].
2. Highlight the WWSetup tab.
3. Highlight one of the eight search buttons and press SELECT.
4. A search menu appears where you can enter your search criteria. Narrow your search results by combining multiple criteria. To choose a criteria, highlight the associated button and press SELECT.

WatchWizard Program Searches

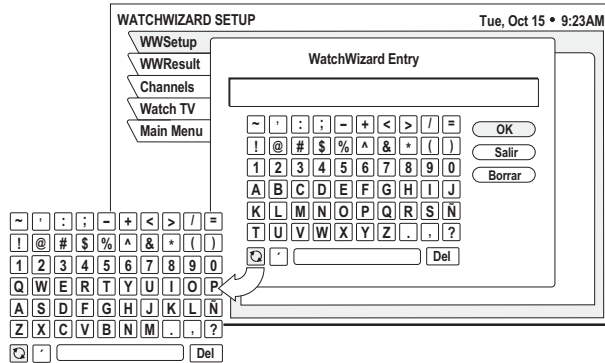



WatchWizard Search Menu



To enter text, use the onscreen keyboard (to enter a letter on the keyboard, highlight the letter and press SELECT). Once you've entered the desired text, highlight the **OK** button and press SELECT.

WatchWizard Keyboard Entry

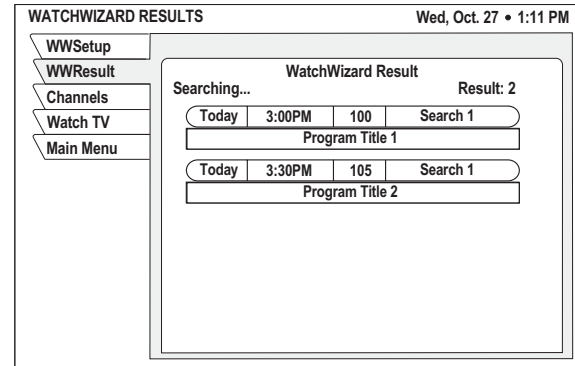


If you prefer, you can change the keyboard to a standard (QWERTY) layout. Simply highlight the toggle icon  on the default button board and press SELECT.

Viewing Search Results

To view a list of programs matching your search criteria, highlight the **WWResult** tab. To view the search results as a guide, highlight the **Results Guide** button on the **WWSetup** tab and press SELECT.

WatchWizard Results



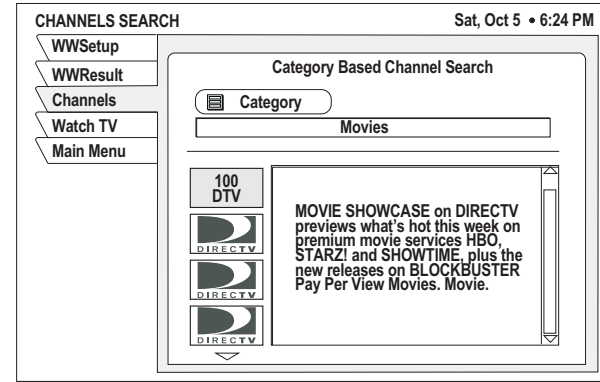
When a program guide is onscreen, press the **SEARCH** button on the remote control to automatically highlight programs matching your search results. Press the **SEARCH** button again to highlight the next result, based on starting time.

Using the Channels Search

You can also search for channels that offer a specific type of programming by using the category-based channels search.

1. Press the SEARCH button while watching TV [*or* select the **WatchWizard** tab from the main menu].
2. Highlight the **Channels** tab.
3. Highlight the **Category** button and press SELECT.
4. Highlight the desired category from the list and press SELECT.
5. A subcategory menu appears, allowing you to further refine your search. To choose a subcategory, highlight the subcategory and press SELECT. A list of channels offering the selected type of programming appears.

Channels Search



7 Using Access Controls

This section explains how to lock and unlock the system using a passcode. It also explains how to set rating and time limits.

Contents

7-1	Locking & Unlocking the System	7.3
7-2	Setting Ratings Limits	7.5
7-3	Setting Time Limits	7.6

7-1 Locking & Unlocking the System

You can easily set limits to restrict the viewing of satellite TV programming. When accompanied by the channel lists, these limits provide a great degree of control.

When you first install the TracVision A5, the system will be unlocked. That is, no limits or restrictions are in effect. To enforce limits (ratings, TV timer, and “Family” favorite list), you must lock the system using a passcode.



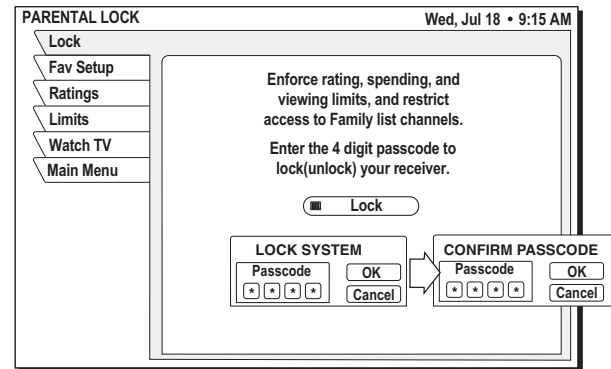
Once the system is locked, only existing Family list channels will be accessible. If the Family list does not contain any channels, no channels can be viewed without first unlocking the system. To avoid this, verify the contents of the Family list before locking the receiver. See Section 6-1, “Using Favorite Channel Lists,” on page 6.3 for details.

Locking the Receiver

To lock the system, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **Lock & Limits** tab and press SELECT.
3. Highlight the **Lock** tab to display the Parental Lock pane.
4. Highlight the **Lock** button and press SELECT.

Parental Lock



5. The Lock System pop-up panel appears. Enter a four-digit passcode using the remote control's numeric keypad.
6. Highlight the **OK** button and press SELECT.



*To abort the locking process, highlight the **Cancel** button and press SELECT.*

7. Enter the code again to confirm, then highlight the **OK** button and press SELECT.

Once you select OK, the satellite receiver is locked. You must enter the proper passcode to unlock it. A lock icon appears in the program guide and channel banner to remind you that the system is locked.



If you forget your four-digit code, please call DIRECTV at 1-800-DIRECTV (347-3288).

Overriding the System Lock

When the system is locked, inaccessible channels will show a "limit exceeded" message. To temporarily override the system lock, follow the steps below.

1. While the "limit exceeded" message is onscreen, press SELECT.
2. Enter your four-digit passcode using the remote control's numeric keypad.
3. Highlight the **OK** button and press SELECT.

An icon indicating lock override appears under the date/time whenever the program guide or channel banner is displayed.



Unlocking the System

To remove the lock and all of its restrictions, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **Locks & Limits** tab and press SELECT.
3. Highlight the **Lock** tab.
4. Highlight the **Unlock** button and press SELECT.



The button used to lock the system is also used to unlock the system.

5. Use the remote control's numeric keypad to enter the same code you entered to lock the system.
6. Highlight the **OK** button and press SELECT. *To abort and keep the lock in effect, highlight the **Cancel** button and press SELECT.*

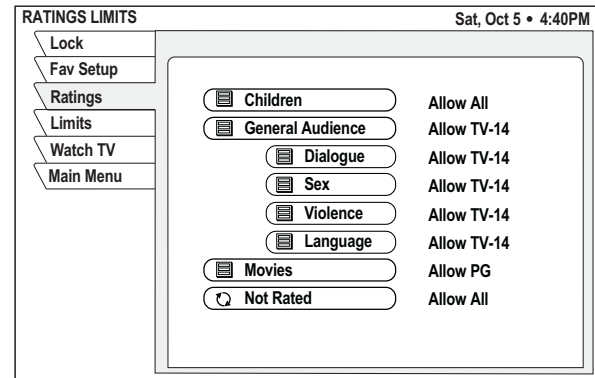
Once the system is unlocked, all limits and restrictions are removed!

7-2 Setting Ratings Limits

Ratings help you to determine whether a program's content is appropriate for a particular audience. To select the maximum ratings limits that can be viewed on your system, follow the steps below.

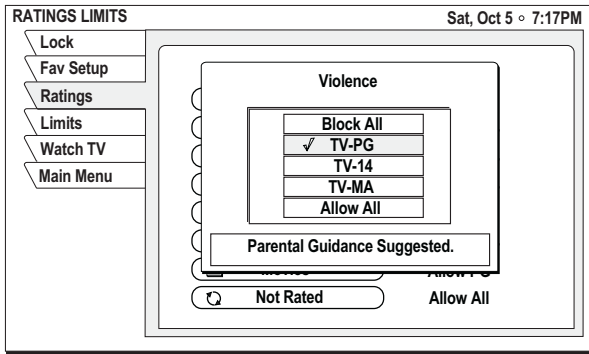
1. Press the MENU button to access the main menu.
2. Highlight the **Locks & Limits** tab and press SELECT.
3. Highlight the **Ratings** tab.

Ratings Limits Setup



4. Highlight the button for the type of programming you want to restrict and press SELECT.
5. Highlight the maximum rating you want to allow (for the selected type of programming) from the pop-up submenu and press SELECT. *You may choose **Block All** or **Allow All** instead of setting a specific limit.*

Ratings Limits



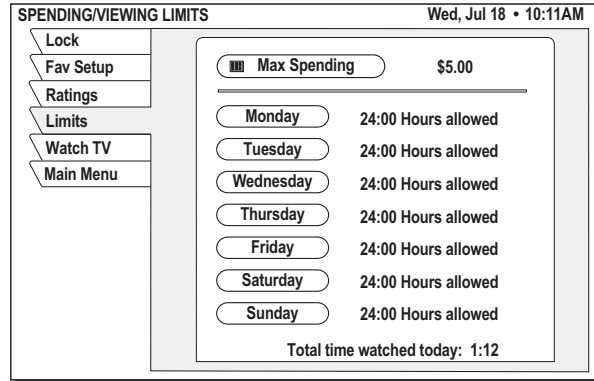
Remember, limits are only active while the system is locked. If the system is unlocked, all restrictions are removed.

7-3 Setting Time Limits

You can restrict your system to allow viewing only during specific hours and/or a maximum number of hours. To set time limits, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **Lock & Limits** tab and press SELECT.
3. Highlight the **Limits** tab.

Maximum Viewing Limits





The **Max Spending** button is not applicable to your TracVision system.

4. Highlight the day of the week that you want to limit and press SELECT.
5. a. If you want to limit the maximum number of viewing hours for that day, highlight the **Total Time** button and use the remote control's numeric keypad to enter the limit.

Setting Maximum Viewing Hours

SPENDING / VIEWING LIMITS Wed, May 9 • 4:50 PM

Lock
Fav Lists
Ratings
Limits

Max Spending \$10.00

Saturday Viewing Time Limit

From N/A Through N/A -OR- Total time 18:00 OK Cancel

Thursday 24:00 Hours allowed
Friday 24:00 Hours allowed
Saturday 18:00 Hours allowed
Sunday 24:00 Hours allowed

- b. If you want to limit that day's viewing to a specific time period, highlight the **From** button and use the remote control's numeric keypad to set the earliest time. Then highlight the **Through** button and set the latest time.

Setting Allowable Viewing Times

SPENDING / VIEWING LIMITS Wed, May 9 • 4:50 PM

Lock
Fav Lists
Ratings
Limits

Max Spending \$10.00

Saturday Viewing Time Limit

From 10:00 AM Through 11:30 PM -OR- Total time N/A OK Cancel

Thursday 24:00 Hours allowed
Friday 24:00 Hours allowed
Saturday 9:30 Hours allowed
Sunday 24:00 Hours allowed

6. Highlight the **OK** button and press SELECT.



Remember, limits are only active while the system is locked. If the system is unlocked, all restrictions are removed.

8 Other Menu Functions

This section explains how to change audio/video settings, schedule future programs, order pay per views, and change system settings.

Contents

8-1	Adjusting Audio Settings8.3
8-2	Adjusting Video Settings8.5
8-3	Using the Program Director to Schedule Future Programs8.7
8-4	Ordering Pay Per Views (PPV)8.9
8-5	Reading Mail from DIRECTV8.10
8-6	Setting System Preferences8.11
8-7	Advanced System Setup Functions8.12

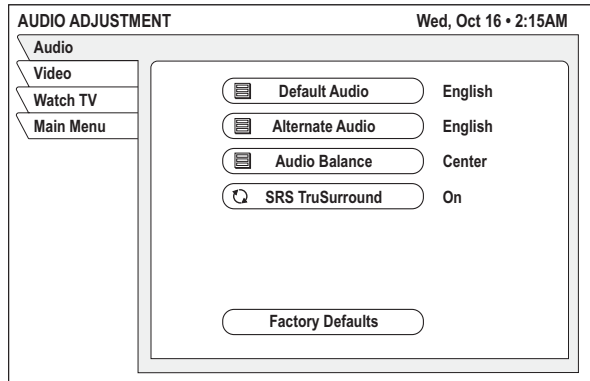
8-1 Adjusting Audio Settings

From the Audio Adjustment menu, you can select languages for default audio and alternate audio, adjust left/right balance, and enable TruSurround® audio processing.

To set audio preferences, follow the steps below.

1. Press the AUDIO button [or select the **Audio & Video** tab from the main menu].

Audio Adjustment



2. Highlight the menu button for the setting you wish to modify:

Default Audio and Alternate Audio

Your receiver supports alternate audio services. A **ALT-AUDIO** icon appears below the date and time in a program's description to indicate alternate audio is available for that particular program.

You will hear the default audio language all the time if that language is being transmitted and an alternate language has not been activated. If your selected default language is not being transmitted for a program, you will hear the language in which the program is broadcast.

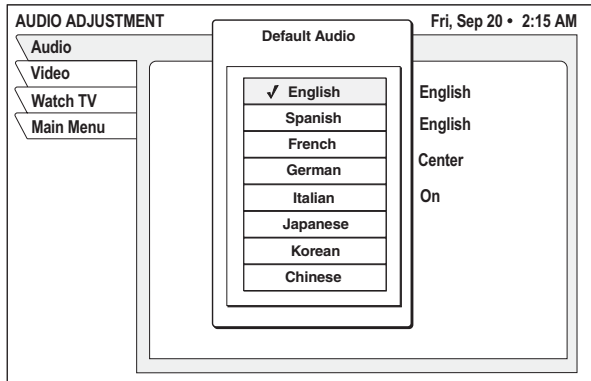


Occasionally, an audio track may be offered that is not being broadcast, in which case the audio will not change or you will not hear any audio. Change channels to restore the audio track to the one specified on the Audio Adjustment menu.

To set up your default and alternate audio languages, follow the steps below.

1. Press the AUDIO button to access the Audio Adjustment menu.
2. Highlight the **Default Audio** button (to set your primary language preference) or the **Alternate Audio** button (to select your alternate language preference) and press SELECT.
3. Highlight the desired language for the default or alternate language and press SELECT.

Selecting Default Audio Language



To select the alternate audio when watching TV, follow the steps below.

1. If the **ALT. AUDIO** icon appears below the date and time in a program's description, press the joystick left or right while you are viewing that program.
2. An alternate language option based on your alternate audio selection appears. Press SELECT to listen to the program in the alternate language.

When you change the channel, audio will revert to your selected Default Audio language.

Audio Balance

To adjust the audio balance left or right, highlight the **Audio Balance** button and press SELECT. Use the joystick to adjust the balance, then highlight the **Done** button and press SELECT.

SRS TruSurround

TruSurround technology lets you take advantage of any multichannel format without having to add extra speakers or equipment. Using two speakers, TruSurround “virtually” places the individual audio channels where they are supposed to be, as though you had speakers all around you.

To toggle TruSurround on/off, highlight the **SRS TruSurround** button and press SELECT.

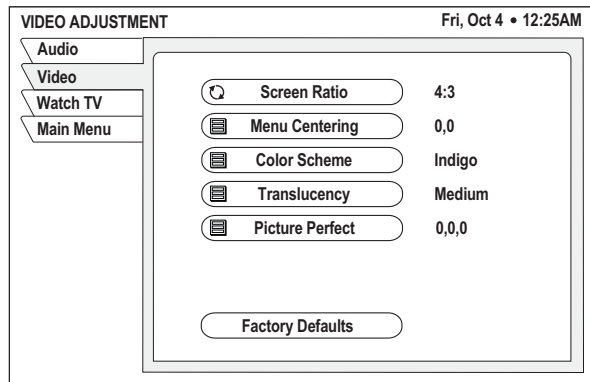
8-2 Adjusting Video Settings

From the Video Adjustment menu, you can set the screen’s aspect ratio, change the appearance of onscreen displays, and adjust picture levels.

To set video preferences, follow the steps below.

1. Press the VIDEO button [or select the **Audio & Video** tab from the main menu].

Video Adjustments



2. Highlight the menu button for the setting you wish to modify:

Screen Ratio

Press SELECT to choose either a **4:3** (standard) or **16:9** (widescreen) screen aspect ratio.

Menu Centering

Press SELECT to bring up the centering pop-up panel. Use the joystick to adjust the onscreen menu position on your TV, then highlight the **OK** button and press SELECT.

Color Scheme

Press SELECT to bring up a color pop-up menu. Highlight the desired menu color scheme (**Indigo**, **Ice**, **Sky**, **Forest**, or **Merlot**) and press SELECT.

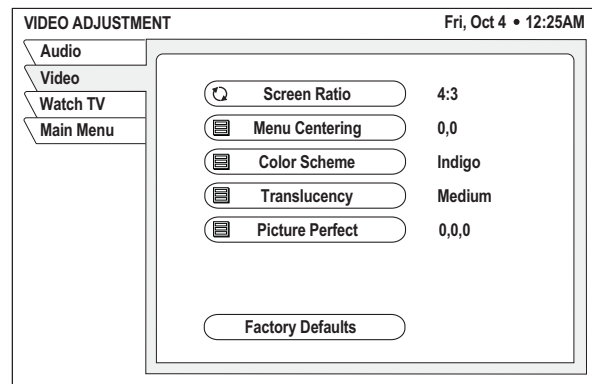
Translucency

Press SELECT to bring up the translucency pop-up menu. Use the joystick to adjust the amount of menu translucency, from solid to 100% translucent, then highlight the **DONE** button and press SELECT.

Picture Perfect

Press SELECT to bring up the picture perfect pop-up menu. Use the joystick to adjust the brightness, contrast, and saturation, then highlight the **DONE** button and press SELECT.

Video Adjustments



8-3 Using the Program Director to Schedule Future Programs

The Program Director allows you to automatically tune to a program at a specific date and time, or tune to a program on a repeating basis. The receiver will turn on (if necessary) and tune to the specified channel at the chosen date and time. You can program up to 32 events in advance.

Scheduling an Event from the Program Guide

You can easily schedule an upcoming program that you find listed in the program guide. Simply highlight the upcoming program in the program guide and press SELECT. A check mark appears next to your selection. At the start date/time of the scheduled program, the receiver will automatically tune to that program.



From the program guide, you can schedule a program only for a specific date and time. To schedule recurring programs and future programs that are not yet listed on the program guide, use the Program Director menu.

Scheduling an Event from the Program Director

To schedule a program from the Program Director menu, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **Program Director** tab and press SELECT.

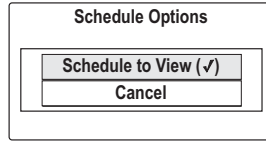
Program Director

PROGRAM DIRECTOR		Wed, Oct 2 • 7:14PM			
Schedule	Add and Modify Scheduled Events				
By Title *	Chan	Start	Length	Frequency	
Watch TV	[Empty slots for scheduling]				
Main Menu					

* **By Title** tab not available

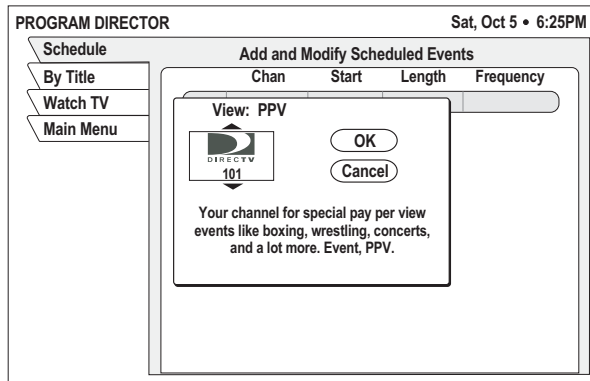
3. Highlight an empty slot and press SELECT.

4. Highlight the **Schedule to View** button from the Schedule Options pop-up menu and press SELECT.



5. Use the joystick or numeric keypad to choose the desired channel from the channel selection pane. Then highlight the **OK** button and press SELECT.

Channel Selection Pane



6. Highlight the **Start** column and use the joystick or numeric keypad to set the program's start time. Be sure to specify **AM** or **PM** (or **N** for noon, **M** for midnight if you specified 12:00).
7. Highlight the **Length** column and use the joystick or numeric keypad to set the program's duration in hours and minutes.
8. Highlight the **Frequency** column and use the joystick to select when, or how often, the event occurs: Today, Tomorrow, Every Mon, Every Tue, Every Wed, Every Thu, Every Fri, Every Sat, Every Sun, Everyday, Mon-Fri, or "/" (specify a date).



If you specify a date, use the month/day format. The year is set automatically.

9. Review your settings, then highlight the **OK** button and press SELECT. To abort, highlight the **Cancel** button and press SELECT.

Canceling a Scheduled Event

To cancel a scheduled event, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **Program Director** tab and press SELECT.
3. Highlight the event you want to cancel and press SELECT.
4. Highlight the **Cancel** button from the Schedule Options pop-up menu and press SELECT.




If the program you want to cancel is a one-time program that's not currently in progress, you can cancel the event from the program guide. Simply highlight the program you want to cancel in the program guide and press SELECT to remove the check mark.

8-4 Ordering Pay Per Views (PPV)

To purchase a pay per view event, please call DIRECTV at 1-800-DIRECTV (347-3288). See page v at the front of this manual for your access card and receiver ID numbers. The price of the event is noted in the program description.

Pay Per View Program Description

PROGRAM INFORMATION		Wed, Dec 17 • 2:54PM
Program	Purchase Program	
Watch TV	Buy	Back
Main Menu	Times	
	\$3.99	101
	Program Title	
	Tue, Dec 17 5:00PM - 7:01PM	
	Rated:	
	Program description	



Since the receiver is not connected to a phone line, you cannot purchase pay per view events through the onscreen menu.

8-5 Reading Mail from DIRECTV

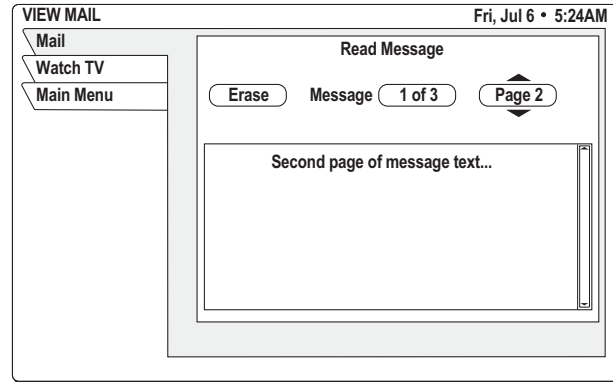
DIRECTV uses the Mail feature to send you important information, notify you of special events, and tell you about special offers. When you receive a new message, a **NEW MAIL** icon appears at the top of all menus until you've read the message.

Reading Your Messages

To read your mail, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **View Mail** tab and press SELECT.
3. If the message is longer than a single page, highlight the **Page** button and use the CHANNEL (CH) button to step through the pages.
4. If you have more than one message in your mailbox, highlight the **Message** button and use the joystick to navigate through multiple messages.

View Mail



Erasing a Message

To permanently remove a message, highlight the **Erase** button and press SELECT. *Messages are automatically deleted as they become outdated or if space is needed for newer incoming messages.*



Once you erase a message, it cannot be retrieved.

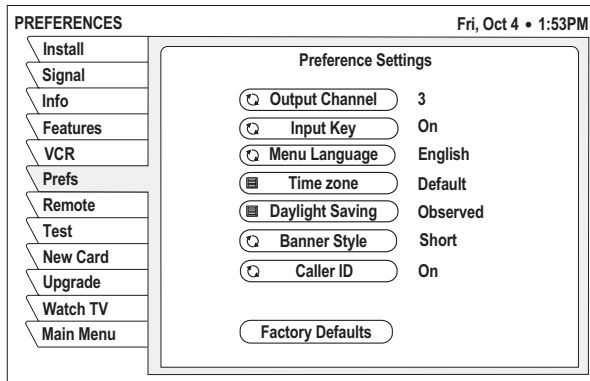
8-6 Setting System Preferences

The Preferences menu allows you to customize various system settings.

To set system preferences, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **System Setup** tab and press SELECT.
3. Highlight the **Prefs** tab.

Preferences



4. Highlight the menu button for the setting you wish to modify:

Output Channel

Press SELECT to choose either channel 3 or 4, whichever is unused in your area.

Input Key

Press SELECT to turn the remote control INPUT button on/off. *If you have a VCR or DVD player connected to the system, keep the Input Key set to "On."*

Menu Language

Press SELECT to choose either **English** (default) or **Spanish** for the menu language. The text in all onscreen menus will be shown in the selected language.

Time Zone

Press SELECT to bring up the time zone pop-up menu. Then highlight your time zone and press SELECT. The program guide will show programming times based on this time zone.

Daylight Saving

Press SELECT to bring up the Daylight Saving pop-up menu. Then highlight the desired daylight saving option (**Observed**, **Not Observed**, or **Default**) and press SELECT.

Banner Style

Press SELECT to choose either a **Short** or **Full** banner style. A full banner always shows the program description within the channel banner; a short banner shows just the program's title.



*When you press the INFO button while watching TV, a **full** channel banner is displayed, regardless of the Banner Style setting.*

Caller ID

NOT USED.

Factory Defaults

Press SELECT to restore the Preferences options to their original factory settings.

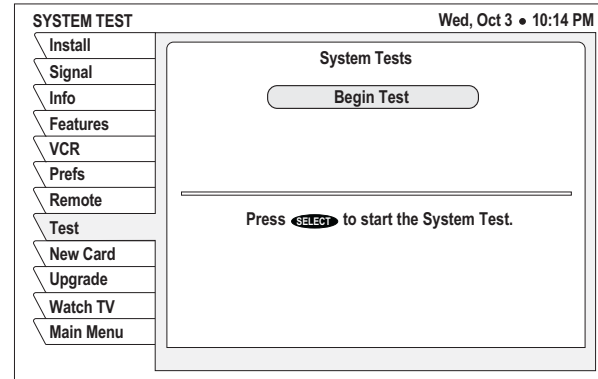
8-7 Advanced System Setup Functions

Besides the Remote and Preferences menus described previously, the System Setup menu provides other functions, all of which are rarely, if ever, used.

To use the advanced system setup functions, follow the steps below.

1. Press the MENU button to access the main menu.
2. Highlight the **System Setup** tab and press SELECT.

System Setup Menu (Test Tab Selected)



- Highlight the menu button for the advanced function you wish to use:

Install

NOT USED.

Signal

NOT USED.

Info

The System Information pane lists general information about your TracVision A5 receiver, including manufacturer, model, ID number, access card, and software version.

Features

The Features pane lists some of the receiver's special features.

Test

The Test function performs a simple diagnostics test on the system. When complete, a report shows system information and indicates whether the Signal, Tuning, and Front Panel functions passed the test.

New Card

In the unlikely event that your receiver's access card must be replaced, use the New Card function to initialize the new card.



If you need a new access card, please call KVH at 401-847-3327.

Upgrade

The Upgrade pane shows your receiver's upgrade history. Occasionally, DIRECTV will automatically update your receiver's software. This update is completely transparent to the user.

9 Antenna Guide

This section explains how to care for the TracVision A5 antenna. It also explains how to turn the label lights on/off and how to remove the antenna from the roof, if necessary.

Contents

9-1	Cleaning and Inspecting the Antenna	9.3
9-2	Turning the Label Lights On/Off	9.4
9-3	Removing the Antenna from the Vehicle's Roof	9.5
9-4	Reporting a Stolen Antenna	9.7

9-1 Cleaning and Inspecting the Antenna

Cleaning

To maintain peak performance, wash the exterior of the antenna with fresh water at least once a month. A mild detergent may be added to remove grime. KVH recommends that you avoid spraying the radome directly with high-pressure water.

Inspecting

KVH recommends that you inspect the antenna at least once every three months. Check the mounting clamps and hardware and ensure that they are securely fastened to your vehicle's roof.



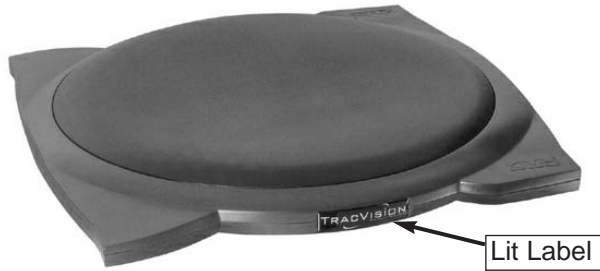
When cleaning the antenna, do not use abrasive cleaners, volatile solvents (such as methyl alcohol), or compounds that react with plastic.



Do not paint the antenna. Paint will reduce the satellite signal quality, resulting in poor TV reception.

9-2 Turning the Label Lights On/Off

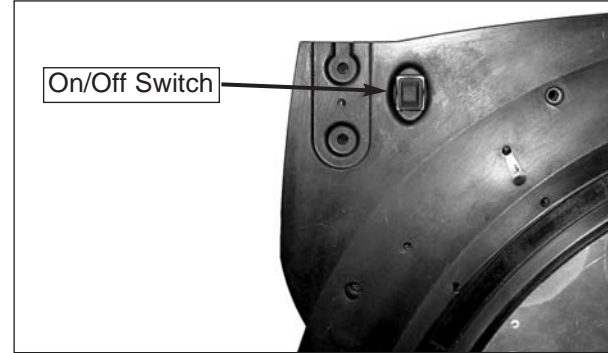
The labels on either side of the TracVision A5 antenna illuminate whenever power is applied.



The label lights are only visible at night.

If you wish, you can turn off the label lights at the press of a switch. A label light on/off switch is located on the bottom of the antenna (on the driver's side rear corner). Simply set this switch to off to turn off the label lights.

Label Lights On/Off Switch (Bottom View of Antenna)



9-3 Removing the Antenna from the Vehicle's Roof

KVH recognizes that occasionally you may want to remove the antenna from the vehicle's roof. For example, you may want to carry a canoe or cargo carrier instead of the antenna on the vehicle's roof rack for a camping trip.

To remove the antenna from the vehicle's roof, you will need the following tools:

- ¼" driver
- T27 pin-in TORX bit (*supplied in the kitpack*)
- Flat-head screwdriver
- ⅞" open-end wrench
- Small and large protective caps (*supplied in the kitpack*)



Do **NOT** attempt to remove the antenna by yourself. Two people are needed to lift the antenna from the vehicle's roof.

To remove the antenna, follow the steps below.

1. Turn off the power switch on the receiver's front panel to disconnect antenna power. The remote control POWER button *does not* disconnect vehicle power from the antenna.

Receiver Power Switch



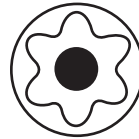
2. At each of the four antenna mounting clamps, remove the top plastic cover. The cover snaps onto the clamp on each side. You may use a flat-head screwdriver to gently pry the cover loose.

Removing the Clamp Covers

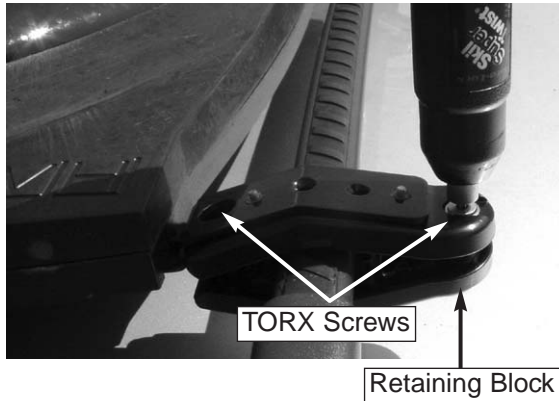


- At each of the four mounting clamps, use the supplied T27 TORX bit to remove the two tamper-resistant screws.

TORX Screw Head



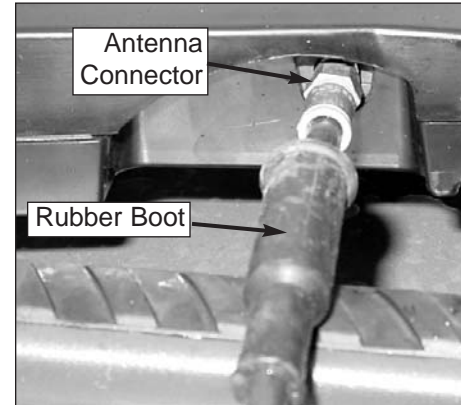
Removing the Mounting Screws



- Underneath each mounting clamp, remove the retaining block and set aside.

- At the antenna's cable connector, pull back the rubber boot from the end of the cable to expose the connector. Using a $\frac{1}{16}$ " wrench, carefully disconnect the antenna cable from the antenna. Cover the antenna's cable connector with a small protective cap supplied in the kitpack.

Antenna Cable



Do **NOT** remove the mounting clamps from the antenna's base, unless you need to ship the unit to KVH. Removing the clamp screws will weaken their locking capacity.

- Gently lift the antenna off the roof rack. Be careful not to tilt the antenna on its side.



Do **NOT** tilt the antenna on its side or upside-down. Damage caused by improper handling is not covered under the KVH warranty.

- If the cable enters the vehicle through an access hole in the roof:*
Using a large protective cap supplied in the kitpack, cover the end of the cable. Then use the supplied tie-wraps to secure the cable to the roof rack.

If the cable enters the vehicle behind the hatch door:
Draw the cable inside the vehicle to protect it from the elements. Cover the end of the cable with a large protective cap supplied in the kitpack.

To reinstall the antenna on the vehicle's roof, please refer to the *TracVision A5 Installation Guide*.

9-4 Reporting a Stolen Antenna

To help prevent theft, the tamper-resistant screws supplied with the system should have been used to mount the TracVision A5 antenna to your roof rack. Only a special TORX bit (supplied in the kitpack) can remove these screws.

In the unlikely event that your antenna is stolen from the vehicle's roof, please call KVH at (401) 847-3327 to report the theft. Your unit's serial number will be entered into a database. KVH checks this database whenever someone attempts to activate a system, preventing stolen units from being operated.

10 Troubleshooting

This section identifies some basic trouble symptoms, along with their possible causes and solutions. It also explains how to get technical support.

Contents

Troubleshooting Matrix	10.3
10-1 Causes and Remedies for Common Operational Issues	10.4
10-2 Technical Support	10.10

Troubleshooting Matrix

SYMPTOM	POSSIBLE CAUSE																	
	Receiver power switch turned off	Blown fuse	Loose cable connectors	Satellite signal blocked	Water, snow, or ice on antenna	Satellite coverage issue	Receiver not activated	Receiver lost activation information	INPUT button not pressed	Audio/video system not set to satellite source	System locked by passcode	Remote control not programmed	Local channels not available	Receiver locked up	RF-to-IR converter too close to receiver	Audio/video batteries dead	Antenna system faulty	Receiver faulty
System does not power on	X	X	X					X							X		X	X
No picture on TV set	X	X	X						X	X						X	X	X
Intermittent picture for short intervals			X	X	X	X	X									X	X	X
System works at rest, but not on the move				X													X	
System does not find satellite			X	X	X	X	X										X	X
System restarts itself			X															
Snowy television picture		X	X					X	X		X		X			X		X
Picture jumbled, parts missing, freezing			X	X	X	X	X									X		X
Certain channels do not work							X						X					X
Remote control does not work	X		X										X	X	X			
Remote control does not operate other component								X			X							
Only Preview channels are accessible							X	X										
Only Family list channels are accessible										X								

10-1 Causes and Remedies for Common Operational Issues

There are a number of common issues that can affect the signal reception quality or the operation of the TracVision A5. The following sections identify these issues and provide potential solutions.



If the TracVision system is not working properly, try resetting the system before you begin troubleshooting. To reset, follow the simple steps below.

1. Stop the vehicle in a blockage-free area.
2. Turn the system off using the remote control.
3. Turn the system back on and wait for the antenna to acquire the satellite.
4. Wait one minute, then resume driving.

Receiver Power Switch Turned Off

Your TracVision A5 receiver's front panel power switch (see below) must remain on for the system to work. If the system is entirely non-functional, check the switch to ensure that it is turned on. *The switch illuminates when turned on.*

Receiver Power Switch



Blown Fuse

The receiver's power input cable includes an in-line fast-blow fuse, rated for 6 amps, located on the end of the cable nearest the receiver. If this fuse has blown, the system will not operate. Unscrew the cap on the fuse holder and replace the fuse. If you replace the fuse, but it blows again, check the receiver to ensure that it is clear of debris and the connectors are tight.

Loose Cable Connectors

A loose connector can reduce the signal quality. Check the cable connections at the antenna unit, receiver, RF-to-IR converter, and audio/video system to ensure they are securely attached.

Satellite Signal Blocked

Satellite signals can be blocked or degraded by tree leaves and branches, buildings, mountains, or overpasses. Simply moving the vehicle to clear an obstruction will restore signal quality. Rain clouds, heavy rain, and snow can also affect satellite signal reception. For more details about satellite blockage, see *Section 1-3, "Receiving Satellite TV Signals," on page 1.6.*

Water, Snow, or Ice on Antenna

Rainwater, heavy dew, snow, or ice may occasionally collect on top of the antenna. While moisture will usually disperse when the vehicle is moving, it can disrupt the satellite signal when the vehicle is stopped. Clear the water, snow, or ice from the antenna to improve satellite reception. Dirt can also

disrupt satellite signals, so be sure to clean the antenna regularly (see *Section 9-1, "Cleaning and Inspecting the Antenna," on page 9.3.*)



The TracVision A5 works best when the vehicle is moving, since the wind will generally blow the moisture off the antenna.

Satellite Coverage Issue

TracVision A5 will provide good satellite TV reception throughout the entire satellite coverage area. However, signal quality can be degraded as you approach the fringe of this area. A map showing the coverage area for the TracVision A5's DIRECTV service is provided on page A.3 of this manual. *To view the most up-to-date coverage map, visit KVH's web site at www.kvh.com/footprint. For more details about satellite coverage, see *Section 1-3, "Receiving Satellite TV Signals," on page 1.6.**

Weak Satellite Signal

Just like radio stations, some satellite TV channels transmit a stronger signal than others. If you're unable to receive a clear signal on one channel, try switching to a stronger channel. Weaker channels are more vulnerable to interference, such as rain or snow.



Local channels (if available in your area) usually have the strongest satellite signals.

Receiver Not Activated

If you can only access the DIRECTV preview channels, such as channel 100, while all other channels show a message to call DIRECTV, your receiver has not been activated. **To activate your system, please call KVH's Activation Department at 1-866-551-8004 anytime day or night.**

Receiver Lost Activation Information

If you can only access the DIRECTV preview channels, such as channel 100, while all other channels show a message to call DIRECTV, and you have already activated the receiver, the receiver may have lost its stored activation data. This may occur if the receiver is left idle (does not receive a satellite signal) for 30 consecutive days. To fix this problem, please call DIRECTV customer service at 1-800-DIRECTV (347-3288). *Be sure the TracVision A5 system is turned on and tuned to the DIRECTV preview channel before you call. The antenna will need to receive a signal from the satellite to correct the problem.*

Proper Component Button Not Pressed

To operate the satellite TV system using the remote control, first press the remote control's SAT button. The remote control will not operate the receiver unless the SAT button is active. To operate a component other than the satellite receiver, first press the corresponding component button on the remote control. For example, to operate the vehicle's TV monitor using the remote control, first press the TV button.

INPUT Button Not Set to Satellite Source

If satellite programming is not displayed on your TV, you may have selected an alternate video input. Press the remote control's INPUT button until the correct satellite input is displayed.



You can disable the INPUT button by turning it off via the menu system. See Section 8-6, "Setting System Preferences," on page 8.11 for details.

Audio/Video System Not Set Up Properly

If satellite programming is not displayed on your TV, you may have the wrong input selected on your audio/video system. Try switching to another input (for example, VIDEO 1 or VIDEO 2; AUX1, AUX2, or A/V) whichever input is assigned to the satellite receiver. In addition, ensure that the audio/video system is powered on.

System Locked by Passcode

If you can only access Family list channels, and the lock icon (🔒) appears under the date/time, the system has been locked with a passcode. For details on unlocking the system, see Section 7-1, "Locking & Unlocking the System," on page 7.3.



*If the Family list does not have any channels assigned to it, **NO** channels can be viewed without first unlocking the system.*

Remote Control Not Programmed

If you are unable to operate a component with the remote control, first ensure that the associated component button (DVD, VCR, AUX, or TV) is selected on the remote control. If the correct button is selected, you need to program the remote control to operate the component. See Section 3-2, "Programming the Remote Control to Operate Other Components," on page 3.9 for details.

Local Channels Not Available

Your area's local channels are not included with your basic DIRECTV programming package. However, in certain areas of the country, you may be able to subscribe to those channels from DIRECTV. Check with your dealer or visit www.DIRECTV.com for more information on the availability of local channels in your particular area.



The TracVision A5 can only receive local channels broadcast on the DIRECTV 101 satellite; it cannot receive signals on the DIRECTV 110 or 119 satellites.

If you are subscribed to local channels for your area, remember that local channels are not available throughout the entire satellite coverage area. Local channels are transmitted in high-powered "spot beams" that cover just a small region of the country. If you travel outside the spot beam's limited coverage area, you will lose reception of local channels.

Receiver Locked Up

Since your receiver is a computing component, it is susceptible to erratic changes in power and/or signal, like any other computer, and these sudden changes can cause it to become "confused." To clear this condition, try pressing the remote control's SAT button before trying to control the receiver. If that doesn't work, press the SAT and MUTE buttons together and try again. If that doesn't work, turn off the receiver's front panel power switch for 30 seconds, then turn it back on.



RF-to-IR Converter Too Close to Receiver

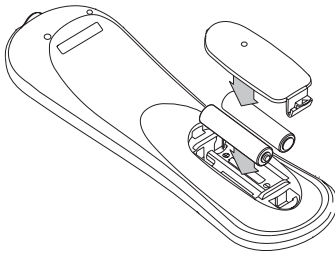
The RF-to-IR converter must be placed at least three feet away from the receiver. Placing the RF-to-IR converter closer to the receiver may result in IR interference, causing the remote control to operate intermittently or not at all.

Remote Control Batteries Dead

To replace the remote control's batteries, follow the steps below.

1. Remove the battery compartment cover on the back of the remote control.
2. Insert two "AAA"-size batteries as shown, observing the correct polarity.
3. Replace the battery compartment cover.

Remote Control Batteries



If you lose your remote control, please call or visit your local KVH authorized dealer to order a replacement.

Audio/Video System Faulty

If there is no picture on your TV, your vehicle's audio/video system may be faulty. Please seek technical assistance from either the installer of your audio/video system or a dealer authorized by the system's manufacturer to repair the system.

Antenna or Receiver Faulty

In the case of a faulty antenna or receiver, please seek technical support as described in the next section.



*Do **NOT** attempt repairs yourself. Refer all servicing needs to qualified service personnel. Evidence of tampering or unauthorized repairs will void the warranty.*

10-2 Technical Support

If you experience an operating problem or require technical assistance, please contact your local authorized TracVision A5 dealer/installer first. If an authorized dealer/ installer is not located nearby, contact KVH Technical Support directly:

Phone: (401) 847-3327

E-mail: techs@kvh.com

Internet: www.kvh.com/help

Please have your antenna and receiver serial numbers ready before calling technical support. The serial numbers are located on the front page of this manual.



Detailed information on KVH's global support program and how to contact KVH or a dealer near you is available at www.kvh.com/global_support.

Appendices

This section provides a map showing the DIRECTV coverage area for the TracVision A5 and a map showing the satellite's elevation angle off the horizon. It also provides a wiring diagram for a typical TracVision A5 installation.

Contents

A	Satellite Coverage Map	A.3
B	Satellite Elevation Map	A.5
C	Wiring Diagram	A.7
	Warranty	A.11

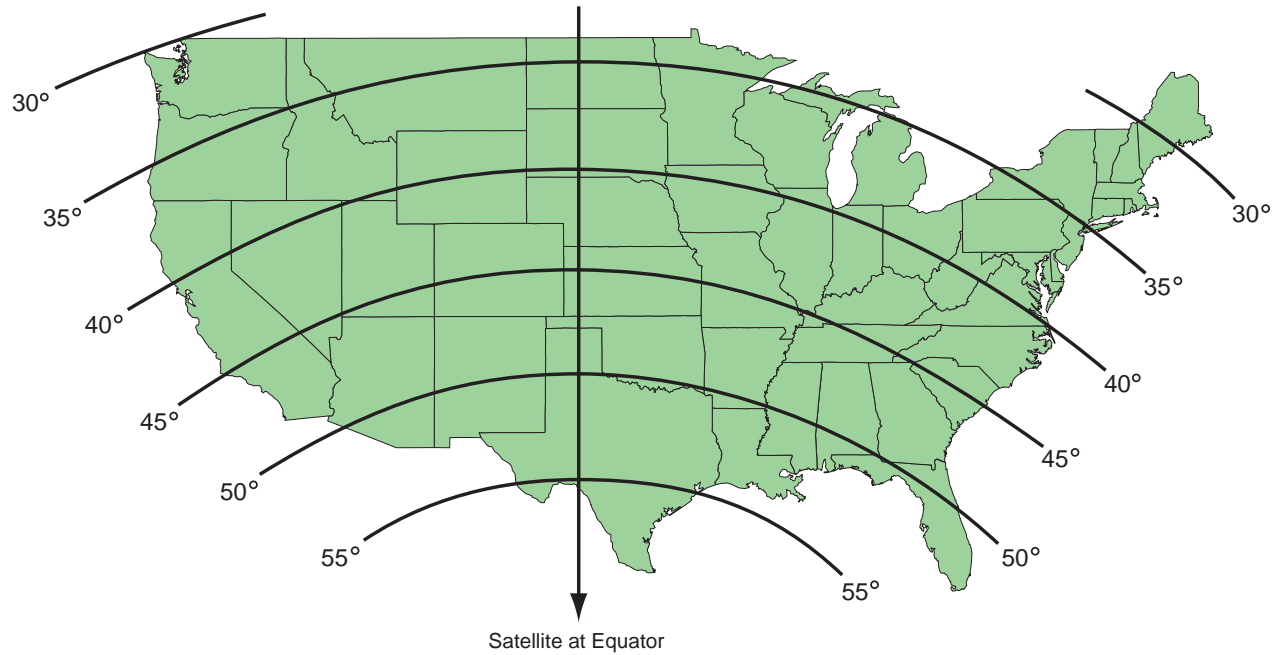
Appendix A

Satellite Coverage Map



Appendix B

Satellite Elevation Map



Appendix C

Wiring Diagram

The diagram on the following page shows the receiver's rear panel connections. The table on page A.9 details the function of each jack on the receiver's rear panel. For complete details about wiring the system, please refer to the *TracVision A5 Installation Guide*.



Before making any changes to the system wiring, be sure to turn off vehicle power.



DO NOT disconnect the two short cables that connect from one jack to another on the receiver's rear panel. The system will not work if either of these cables are removed.

TracVision A5 Wiring Diagram

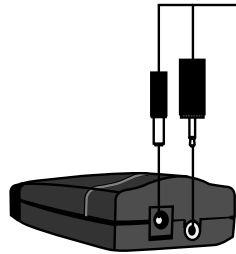


For detailed system wiring instructions, refer to the TracVision A5 Installation Guide.



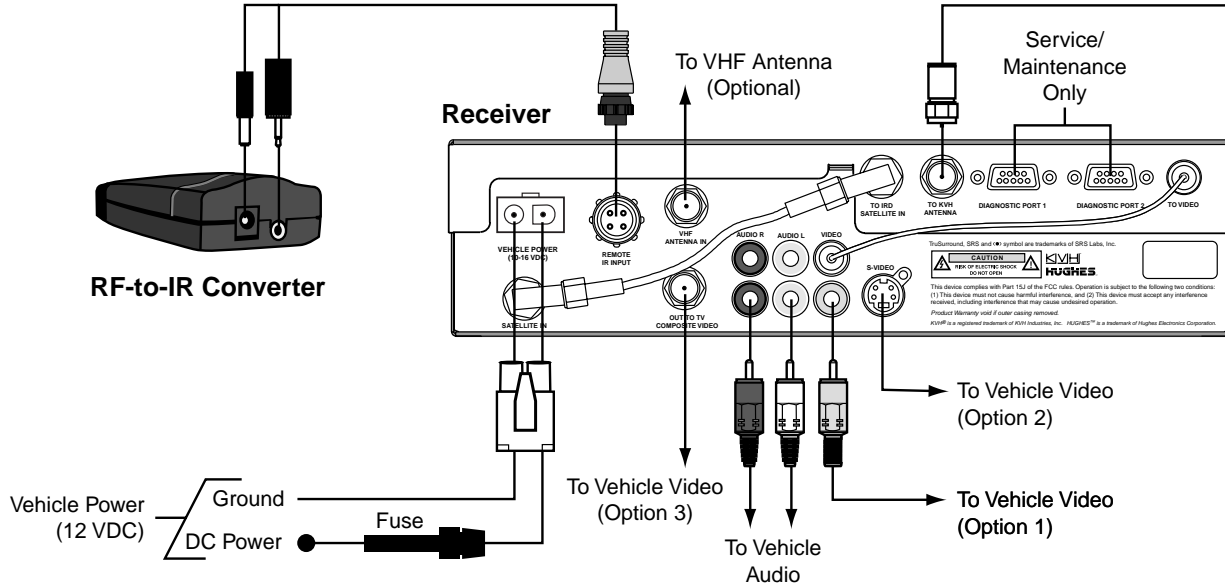
Antenna

Vehicle Roof



RF-to-IR Converter

Receiver



Connector	Function
Vehicle Power	Connect to vehicle power (+12 VDC)
Remote IR Input	Connect to RF-to-IR converter or the vehicle's existing IR repeater system
VHF Antenna In	Not applicable for satellite TV; can be used for over-the-air channels if you have a TV tuner and VHF antenna in your vehicle
To KVH Antenna	Connect to TracVision antenna
Diagnostic Port 1	Technician's use only, for diagnostics purposes
Diagnostic Port 2	Technician's use only, for diagnostics purposes
Audio R Audio L	Connect right (R) and left (L) outputs to your vehicle's audio component
Out to TV	Connect to your TV if it only has an RF (coaxial) connector and built-in TV tuner
Video	Connect to your TV if it has standard RCA-type A/V jacks (provides better picture quality)
S-Video	Connect to your TV if it has an S-Video input (provides best picture quality)

KVH Industries Limited Warranty - TracVision A5

Limited Warranty on Hardware

KVH Industries, Inc. warrants the KVH product purchased against defects in materials for a period of ONE (1) year and against factory labor costs for a period of ONE (1) year from the date of original retail purchase by the original purchaser. It is the customer's responsibility to verify the date of purchase by providing a copy of a dated sales receipt for the KVH product under warranty with the warranty claim. If this date cannot be verified, the warranty period will begin 30 days after the date of manufacture of the original product purchased.

If you discover a defect, KVH will, at its option, repair, replace or refund the purchase price of the product at no charge to you, provided you return it during the warranty period, transportation charges prepaid, to the factory direct. Please attach your name, address, telephone number, a description of the problem and a copy of the bill of sale or sales receipt as proof of date of original retail purchase, to each product returned to warranty service.

This Limited Warranty does not apply if the product has been damaged by accident, abuse, misuse or misapplication or has been modified without the written permission of KVH; if any KVH serial number has been removed or defaced; or if any factory-sealed part of the system has been opened without authorization.

Return Authorization

A Return Material Authorization is required prior to returning the product to KVH Industries. Please call our Technical Support Department at +1 401 847-3327 or send an e-mail to techs@kvh.com to obtain the RMA number. Write the number in large, clear characters on the outside of the box. To avoid confusion and misunderstandings, shipments without an RMA number clearly visible on the outside box will be refused and returned to you at your expense. If possible, use the original box and packing material to protect the equipment from damage in shipment. KVH assumes no responsibility for warranty shipments from the customer to the factory if not shipped in the manner prescribed above.

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