10. Check the antenna dome for grime, dew, or heavy rain, which can affect satellite reception.

11. Problem found?
YES - Move away from the obstruction, clean the dome, or wait for the rain to subside.
NO - Proceed to Step 12.

12. Turn off the TracVision system.

13. Press and hold the switchplate’s SAT SELECT button (up) while you turn on the TracVision system.

14. Continue holding SAT SELECT for 10-15 seconds, or until the Status light flashes, then release the button and allow the antenna to find a satellite.

15. If you use DIRECTV service, and you disconnected the low-speed data cable in Step 4, turn off the TracVision system, reconnect the low-speed data cable, then turn the TracVision system back on.

16. Try using the system. Problem resolved?
YES - Done.
NO - Proceed to Step 17.

17. Check the cables connected to the antenna and check the coax cable connected to the receiver(s) (at the “Satellite In” jack). Are all cables undamaged and connected securely?
YES - Proceed to DIRECTV or DISH Troubleshooting.
NO - Repair/reconnect the cable.

If you continue to have problems with your TracVision system, or cannot resolve the problem using this troubleshooting guide, please contact your KVH dealer or KVH Technical Support for assistance.

Product Care

• Periodically wash the exterior of the dome with fresh water and mild detergent. Avoid harsh cleansers and volatile solvents (e.g., acetone) and do not spray the dome directly with high-pressure water.

• If you wish to paint the dome, use only non-metallic automotive paint without a primer coat. Metallic paint or paint having a metallic color will block satellite signals.

• Consider the antenna’s height before driving under low-clearance structures.
Congratulations! You have purchased the most reliable satellite TV antenna system available today. Refer to this handy guide for basic operation and troubleshooting information.

**Product Serial Number**

**TracVision Serial Number**

- LF, In-motion
- SF, Stationary (use only when parked)

**TracVision System Diagram**

**Switchplate Basics**

**Status Light Indicators**

- OFF - Initializing
- ON - Tracking
- Slow Flash - Searching (1-2 times per second)
- Fast Flash - Error (3-4 times per second)

**Note:** The Status light and SAT SELECT button are disabled when the system is connected to a DIRECTV receiver's low-speed data port.

**Turning On the System**

1. Park your vehicle in an area with a clear view of the southern sky, away from trees or tall buildings.
2. Turn on your receiver and TV.
3. Set the switchplate's POWER switch to the ON (up) position.
4. Wait 1 minute for system startup.

**Turning Off the System**

1. Set the switchplate's POWER switch to the OFF (down) position.
2. If no picture appears, press the SAT SELECT button once. The Status light flashes while the antenna searches for a different satellite.
3. Repeat steps 1 and 2.

**When Should I Use Manual Mode?**

- When you’re using a DIRECTV receiver that doesn’t have an enabled low-speed data port.
- When you’re using a DIRECTV receiver, but want to receive channels on a satellite other than DIRECTV 101 (low-speed data port must be disconnected).
- When you’re using a DISH receiver, but the system is not set to DISH 500 mode
- When you’re using an ExpressVu receiver

**DISH 500 Mode**

The DISH 500 mode allows you to use the SAT SELECT button to switch between the two DISH Network satellites (119 and 110). Follow the steps below to set up your system for DISH 500 mode.

**Setting Up DISH 500 Mode:**

1. Turn off the TracVision system (set the switchplate's POWER switch to the OFF (down) position).
2. Turn on your receiver and TV.
3. Using the receiver's remote control, go to the “Point Dish/Signal Strength” screen (press MENU, 6, 1, 1 – on most models).
4. From the “Point Dish/Signal Strength” screen, go to the “Peak Angles” screen and select the “DISH 300” or “Alternate” dish system. This setting will not affect your TV programming.

**Manual (All Sats) Mode**

1. When the antenna finds a satellite, the Status light stops flashing and stays on. Check for a picture on the TV.
2. If no picture appears, press the SAT SELECT button once. The Status light flashes while the antenna searches for a different satellite.
3. Repeat steps 1 and 2.

**When Should I Use Manual Mode?**

- When you’re using a DIRECTV receiver that doesn’t have an enabled low-speed data port.
- When you’re using a DIRECTV receiver, but want to receive channels on a satellite other than DIRECTV 101 (low-speed data port must be disconnected).
- When you’re using a DISH receiver, but the system is not set to DISH 500 mode
- When you’re using an ExpressVu receiver

**DIRECTV Mode**

If your system is connected to the low-speed data port of a compatible DIRECTV receiver, the antenna will find the DIRECTV 101 satellite automatically. Simply wait for the selected channel to appear on the TV screen.

**Switching Satellites in DISH 500 Mode**

When the system is set to DISH 500 mode, press the SAT SELECT button to switch between the 119 and 110 satellites. **IMPORTANT!** Only switch satellites when the vehicle is stationary.

**Note:** If you turn off the system, move the vehicle, then turn the system back on, the antenna may not be able to find the correct satellite upon startup. In this case, you will need to repeat the DISH 500 Setup process.