Troubleshooting

**Basic Troubleshooting – START HERE!**

1. Stop your vehicle/vessel in a blockage-free area.

2. Turn on the primary receiver (the receiver connected to RF1), TV, and TracVision system. Wait 1 minute for the system to initialize.

3. Is the TV screen snowy or blank?
   - YES: Proceed to Step 4.
   - NO: Proceed to Step 7.

4. Ensure the TV is set to the correct channel (i.e., 3, 4, or Video), and ensure the cable(s) between the receiver and the TV is connected.

5. Press the MENU button on the receiver remote control. Does the TV display a menu screen?
   - YES: Proceed to Step 4.
   - NO: Proceed to Step 6.

6. The receiver might be locked up. Turn the receiver off, then turn it on. Problem resolved?
   - YES: Done. If the problem persists, contact your satellite service provider.
   - NO: Proceed to Step 7.

7. Is the antenna making mechanical sounds?
   - YES: Proceed to Step 9.
   - NO: Proceed to Step 8.

8. Check the power to the TracVision system (fuse/circuit breaker). Is the power OK?
   - YES: Proceed to Step 9.
   - NO: Restore power.

9. Turn the receiver off and unplug it.

10. Turn the TracVision system off, then turn it on. Wait 1 minute for the system to initialize.

11. Plug in the receiver and turn it on.

12. Check for blockage. The antenna requires a clear view of the southern sky to receive satellite TV signals. Common causes of blockage include trees, buildings, and bridges. Is blockage present?
   - YES: Move away from the obstruction.
   - NO: Proceed to Step 13.

13. Check the antenna dome for daw, grime, or heavy rain. Are any of these conditions present?
    - YES: Clean the antenna dome, or wait for the rain to subside.
    - NO: Proceed to Step 14.

14. Check the antenna cables and the coax cable connected to the receiver (at the “Satellite In” jack). Are all cables undamaged and connected?
    - YES: Proceed to Step 15.
    - NO: Repair/reconnect the cable.

**Receiver Rear Panel (Example)**

**Antenna Connectors**

- RF1: (To Primary Receiver; required for DIRECTV and DISH 500 Mode)
- RF2: (Optional, to 2nd Receiver)
- Data/Power (to Switchplate)

15. **DIRECTV Subscribers Only:**
    Can you view the Preview channel (100), but other channels ask you to call “Ext. 722”? If you wish to paint the dome, use only non-metallic automotive paint without a primer coat.
    - YES: Call DIRECTV at 1-800-DIRECTV.
    - NO: Contact your KVH-authorized dealer for assistance.

16. **DISH 500 Subscribers Only:**
    Set your TracVision system to DISH 500 Mode (see “DISH 500 Mode Setup” on reverse side), then try using the system. Problem resolved?
    - YES: Done.
    - NO: Contact your KVH-authorized dealer for assistance.

**Skew Angle Adjustment**

(European/Sky Mexico Systems Only)

You might have to adjust the skew angle of the antenna’s LNB (low-noise block) if you change your geographic location. Follow the steps below to adjust the skew angle.

1. Contact your satellite service provider to obtain the correct skew angle for your location.

2. Turn off power to the antenna and unplug the receiver(s), then remove the antenna dome.

3. Using a 9⁄64" Allen wrench, loosen one LNB bracket screw one full turn, then loosen the second screw one full turn. Repeat until the LNB can rotate freely. Then align the skew arrow with the correct skew angle measurement on the LNB.

4. Tighten the allen screws in the same manner that you loosened them until the LNB no longer rotates freely.

5. Tighten each screw an additional 1⁄4 turn.

6. Replace the antenna dome. Then restore power to the antenna and receiver(s).

**Additional Info**

**Product Care**

- Periodically wash the exterior of the dome with fresh water and mild detergent. Avoid harsh cleansers or volatile solvents (e.g., acetone). Do not spray the dome with high-pressure water.
- If you wish to paint the dome, use only non-metallic automotive paint without a primer coat.

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©Copyright 2006, KVH Industries, Inc. — KVH, TracVision, The unique light-colored dome with dark contrasting base is a registered trademark of KVH Industries, Inc. DIRECTV is a registered trademark of DIRECTV, Inc. DISH Network is an official trademark of Dish Network Corporation. ExpressVu is a property of Bell ExpressVu, a wholly owned subsidiary of Bell Satellite Services. All other trademarks are the property of their respective companies.
Set the switchplate’s Power switch to the OFF (down) position.

Note: (TracVision R4/R5 Only) If your vehicle is parked, has a good satellite TV picture, and you do not need to switch between satellites, you may turn off the TracVision system to conserve power. While the vehicle is parked, the antenna will stay locked onto the satellite.

* Multiple satellite setups (such as DISH 500 or DIRECTV) require the antenna to switch satellites. If you are using one of these setups, keep the antenna turned on to watch TV.

Congratulations!
You have purchased the most reliable satellite TV antenna system available today. Refer to this handy guide for basic operation and troubleshooting information.

TracVision Serial Number

R5, In-motion
R4, Stationary (use only when parked)
C3, In-motion

TracVision System Diagram

Basic Operation

Turning On the System
1. Stop your vehicle/vessel in an area with a clear view of the southern sky, away from any 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
Set the switchplate’s Power switch to the OFF (down) position.

Note: (TracVision R4/R5 Only) If your vehicle is parked, has a good satellite TV picture, and you do not need to switch between satellites, you may turn off the TracVision system to conserve power. While the vehicle is parked, the antenna will stay locked onto the satellite.

Satellite TV Reception
Your TracVision system will provide outstanding satellite TV reception while it has a clear view of the southern sky. Common causes of blockage include trees, buildings, and bridges. You must also be located within the satellite’s coverage area. Refer to your satellite TV service manual or visit www.kvh.com/footprint for satellite coverage info.

Swiching Satellites

Automatic Mode
Most satellite TV service subscribers can switch between installed satellites automatically by simply changing channels using the receiver remote control.

DISH Network - Fully supported with DISH 500 Mode enabled
ExpressVu - Manual Mode only
European Services - Fully supported

† Normally, DISH 500 Mode is configured during installation. If you need to set up your system for DISH 500 Mode, see “DISH 500 Mode Setup.”

DISH 500 Mode

DISH Network subscribers using a DISH 311 receiver can use Automatic Mode to switch between the 119 and 110 satellites when DISH 500 Mode is enabled.

DISH 500 Mode Setup
Follow the steps below to enable DISH 500 Mode.
1. Stop your vehicle/vessel in a blockage-free area.
2. Turn on the TV and primary receiver (the receiver connected to RF1).
3. Turn on the TracVision system. Wait 1 minute for system startup.
4. Using the receiver remote control, go to the “Point Dish/Signal Strength” screen (press MENU, 6, 1, 1 on most models).
5. Choose “Check Switch” then press SELECT.
6. Choose “Test” then press SELECT to run the Check Switch function. Wait 15 minutes for the antenna to restart automatically.
7. Choose “Test” then press SELECT to run the Check Switch function a second time.
8. Once the second Check Switch function is complete, ensure the TV display appears exactly as shown below: If the TV display does not appear exactly as shown, run the Check Switch function again.
9. Exit the menu and allow the receiver to download the program guide.
10. Once the program guide loads, you can start enjoying satellite TV.

Installing New Satellites
If you wish to change which satellites the antenna will track, visit any KVH-authorized dealer or distributor; your new satellites can be configured in just a few minutes. To find a KVH-authorized dealer near you, visit www.kvh.com/wheretogetservice.

TracVision R5: In-motion
TracVision R4: Stationary
(used only when parked)

Product Information