

Troubleshooting

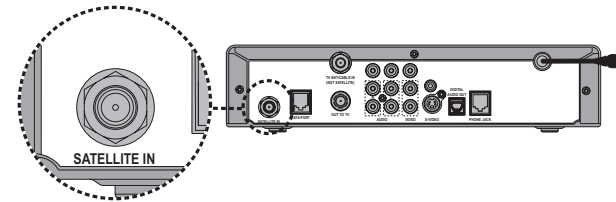
Basic Troubleshooting – START HERE!

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 - Skip 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 - Skip to Step 7.
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 - Skip 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.

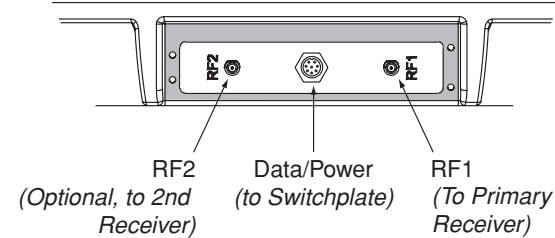
Troubleshooting

13. Check the antenna dome for dew, 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



15. **DIRECTV Subscribers Only:**
Can you view the Preview channel (100), but other channels ask you to call "Ext. 722"?
YES - Call DIRECTV at 1-800-DIRECTV.
NO - Contact your KVH-authorized dealer for assistance.
- 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.

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

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.

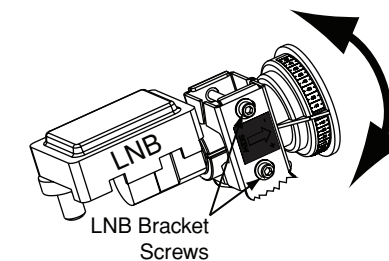
Skew Angle Adjustment

(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 $\frac{1}{4}$ " 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 $\frac{1}{4}$ turn.
6. Replace the antenna dome. Then restore power to the antenna and receiver(s).

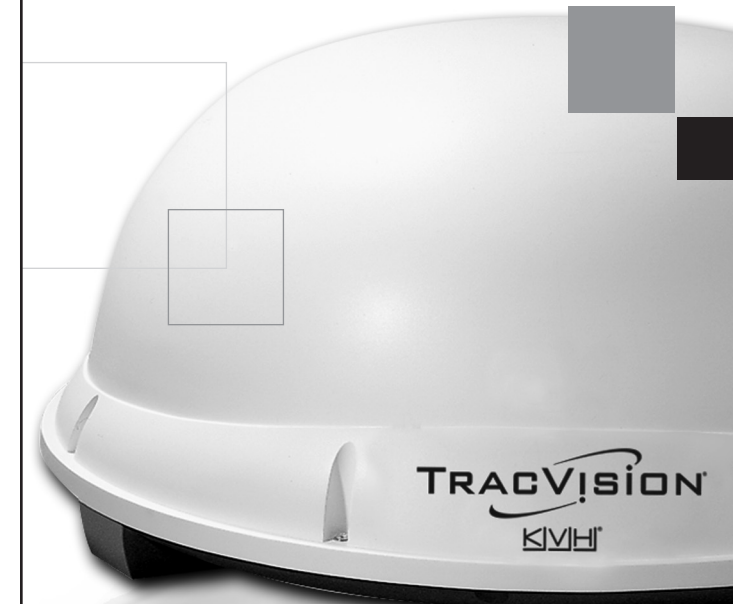
LNB Skew Angle Adjustment



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TRACVISION

KVH TracVision



User's Guide

KVH Industries, Inc.

50 Enterprise Center
Middletown, RI, 02842-5279 USA
Phone: +1 401 847-3327 • Fax: +1 401 849-0045
E-mail: info@kvh.com • Internet: www.kvh.com
Tech Support E-mail: techs@kvh.com

KVH Europe, A/S

Kokkedal Industripark 2B
2980 Kokkedal, Denmark
Phone: +45 45 160 180 • Fax: +45 45 160 181
E-mail: info@kvh.dk • Internet: www.kvh.com
Tech Support E-mail: support@kvh.dk

KVH

Welcome!

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

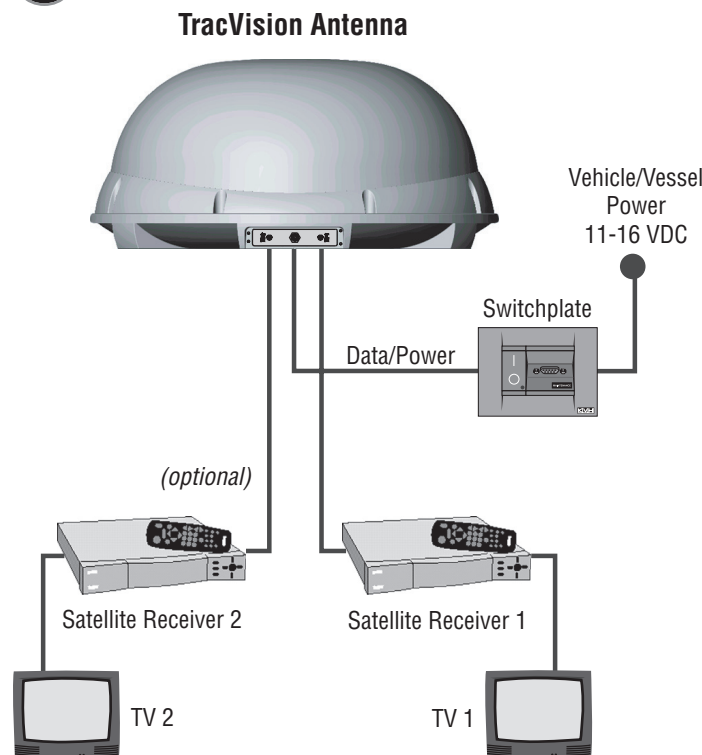
Product Information

TracVision Serial Number



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

TracVision System Diagram

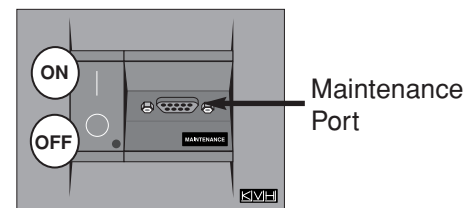


Basic Operation

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.

Switchplate



4. Wait 1 minute for system startup.

Turning Off the System

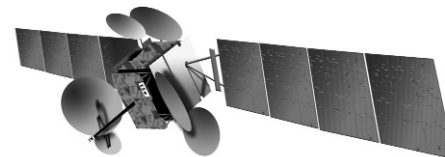
Set the switchplate's Power switch to the OFF (down) position.

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.

* 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.

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.



Switching Satellites

Automatic Mode

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

- DIRECTV** - Fully supported
- DISH Network** - Fully supported with DISH 500 Mode enabled^{††}
- ExpressVu** - Manual Mode only
- European Services** - Fully supported

[†] If you have a multiswitch installed (for 3 or more receivers) you need to use Manual Mode.

^{††} 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."

Manual Mode

Manual Mode requires a TV/SAT Switch* to switch to the alternate satellite. Follow the steps below.

1. Connect the TV/SAT Switch's attached data cable to the maintenance port on the front of the switchplate.
2. Press the SELECT button once to switch to the alternate satellite.

TV/SAT Switch (sold separately)



* To order a TV/SAT Switch (KVVH Part # 01-0245), please call +1 401 847-3327.

Installing New Satellites

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

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:

Installed Switch: SW42				
Input:	1	1	2	2
Satellite:	119	119	110	110
Polarity:	Odd	Even	Odd	Even
Status:	Satellite reception verified			

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.



PLEASE READ!

Important Addendum to Your Product Manual

This addendum applies to the following TracVision antenna models: R4, R5, R4SL, R5SL, and C3.

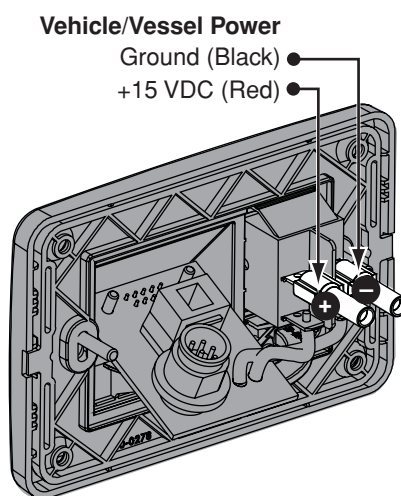
New Switchplate Design

The switchplate provided with your system differs slightly from the version shown in your manual. Its input power connections are simple power terminals rather than a recessed terminal block.



To connect vehicle/vessel power to this new switchplate, follow the steps below.

- a. Disconnect vehicle/vessel power. Test the circuit to ensure that no power is present.
- b. Crimp the supplied terminal connectors onto the vehicle/vessel power wires (the DC power wires if using an AC/DC power supply).
- c. Carefully push the connectors onto the switchplate's input power terminals as shown in the illustration below.



Note: Strain-relieve the wires to ensure a reliable connection.

All other installation and operation steps remain the same as described in the manual.



PLEASE READ! Important Addendum to Your Product Manual

This addendum applies to the following TracVision antenna models: R4, R5, R4SL, R5SL, and C3.

Power Supply and Grounding Kit

A 15-volt, 4-amp power supply and grounding kit are now included with your TracVision system. Be sure to install these components as explained in this addendum.

The power supply will ensure a stable power input to the TracVision antenna. (Low power, fluctuating power, and RF noise can affect the antenna's performance.) The grounding block will provide a single ground point for the system and provide lightning protection.

Power Supply



Grounding Block



Installing the Power Supply

Follow the steps below to install the supplied power supply.

- a. Disconnect vehicle/vessel power. Test the circuit to ensure that no power is present.
- b. Connect the power supply's power and ground wires to the switchplate's input power terminals, as shown in the diagram on the following page.
- c. Plug the power supply into vehicle/vessel AC power.

Installing the Grounding Block

Follow the steps below to install the grounding block.

- a. Connect the grounding block in-line with the antenna's RF cable(s), between the antenna and the receiver(s), as shown in the diagram below.
- b. Mount the grounding block to a structure inside the vehicle/vessel.
- c. Attach the supplied ground wire to either ground screw on the grounding block. Connect the other end of the wire to vehicle/vessel AC ground.

All other installation steps remain the same as described in the manual.

