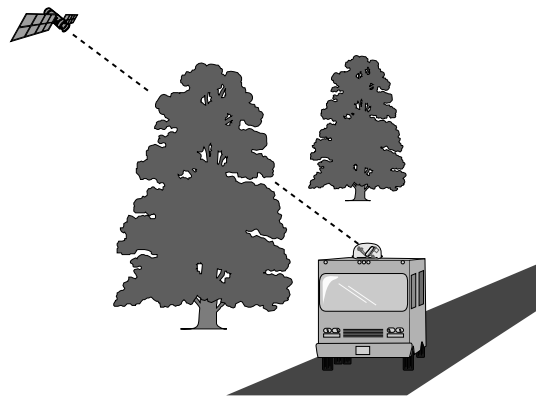


Troubleshooting

Basic Troubleshooting – START HERE!

1. Park your vehicle.
2. Turn on the receiver(s), TV, and TracVision system.
3. Can you hear any mechanical sounds from the antenna?
YES - Skip to Step 9.
NO - Proceed to Step 4.
4. Turn off and unplug the receiver(s). If you have a DIRECTV receiver, also unplug the low-speed data cable from the back of the receiver (*if one is connected – it looks like a phone cable*).
5. Turn the TracVision system off, then turn it on.
6. Does the switchplate's Status light flash within two minutes?
YES - Skip to Step 8.
NO - Proceed to Step 7.
7. Check the power to the antenna (fuse/circuit breaker). Is the power OK?
YES - Contact your KVH dealer for assistance.
NO - Restore power.
8. Plug in and turn on the receiver(s). **If you have a DIRECTV receiver, keep the low-speed data cable disconnected for now.**
9. Check for blockage. The antenna requires an unobstructed view of the southern sky to receive satellite TV signals. Common causes of blockage include trees, buildings, and bridges.

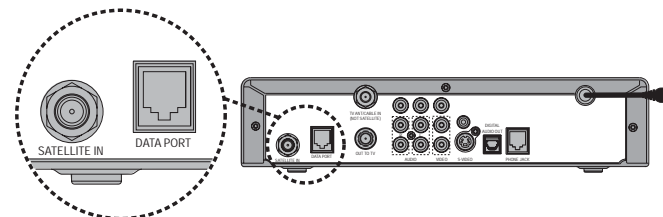
Blockage (Example)



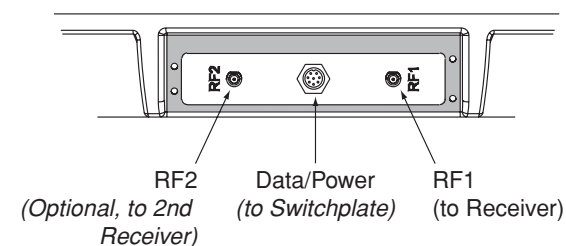
Troubleshooting (cont.)

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.

Receiver Rear Panel (Example)



Antenna Connectors



Troubleshooting (cont.)

DIRECTV Troubleshooting

1. 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 dealer for assistance.

DISH 500 Troubleshooting

1. Set your TracVision system to DISH 500 mode.
2. Try using the system. Problem resolved?
YES - Done.
NO - Contact your KVH 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 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.

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TRACVISION®

KVH TracVision LF/SF



User's Guide

The KVH logo, consisting of the letters 'K', 'V', and 'H' in a stylized, blocky font.

54_0285 RevA

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.

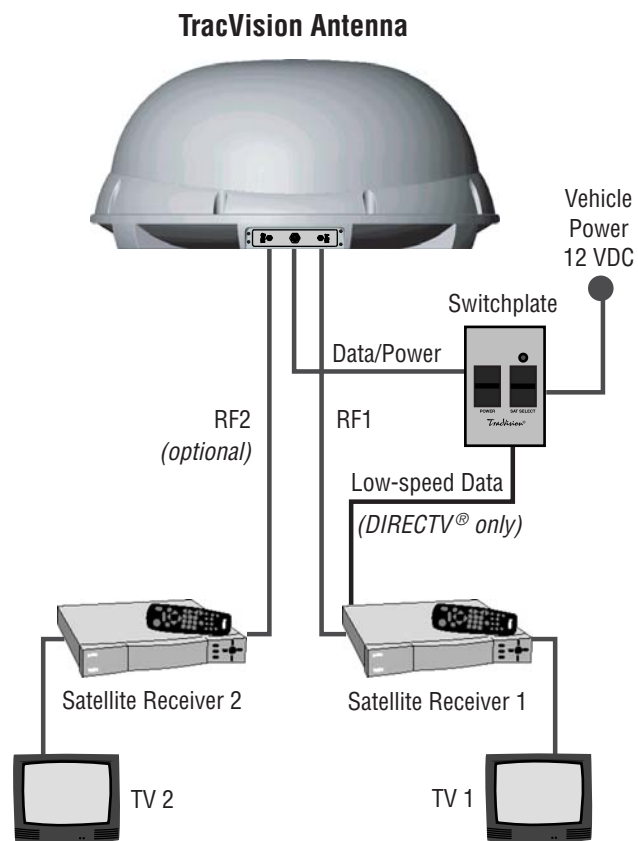
Product Serial Number

TracVision Serial Number



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

TracVision System Diagram



Operation

Turning On the System

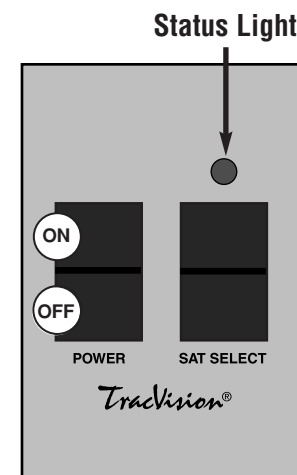
1. Park your vehicle in an area with a clear view of the southern sky, away from trees or tall buildings.
2. Turn on your receiver and TV.
3. Set the switchplate's POWER switch to the ON (up) position.
4. Wait 1 minute for system startup.

Turning Off the System

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

Note: If you are parked, have a good satellite TV picture, and do not need to switch between satellites,* you may turn off the TracVision antenna to conserve power. As long as the vehicle remains parked, the antenna will stay locked onto the satellite.

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.

* DISH 500 and DIRECTV multiple satellite setups require switching satellites, so if you have one of these setups, keep the antenna turned on to watch TV.

Operating Modes

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.

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

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.

CONT.

Operating Modes (cont.)

5. Return to the "Point Dish/Signal Strength" screen and, from there, go to the "Check Switch" screen. Select "Test" to run the Check Switch test. The test will take a few minutes to complete.
6. Once the test is complete, return to the "Point Dish/Signal Strength" screen and select satellite 119 and transponder 11.
7. Press and hold the switchplate's SAT SELECT button (up) as you turn on the TracVision system (set the switchplate's POWER switch to the ON (up) position).
8. Continue holding SAT SELECT for 10-15 seconds, or until the Status light flashes, then release the button.
9. Wait one minute for the antenna to initialize.
10. When the switchplate's Status Light fully illuminates (stops flashing), check the signal strength meter on the TV. If the meter turns green and shows "Locked - Echostar 119 West", skip to step 13.
11. If the meter is still red, press the switchplate's SAT SELECT button for 1 second. When you release the button, the Status Light starts flashing.
12. When the switchplate's Status Light fully illuminates again, check the signal strength meter. If the meter turns green and shows "Locked - Echostar 119 West", proceed to step 13. If the meter stays red, repeat step 11.
13. Press and hold the SAT SELECT button until the Status Light flashes quickly 5 times (approximately 5 seconds).

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.