

# Mobile Receiver for DIRECTV®

- 1** Apply power to the TracVision mobile receiver.
- 2** Turn on your TV and select the satellite input (*not the VCR input*).
- 3** Wait 30-60 seconds for the antenna to acquire the satellite TV signal.  
The TV shows the following messages:

Signal not available...

Installation

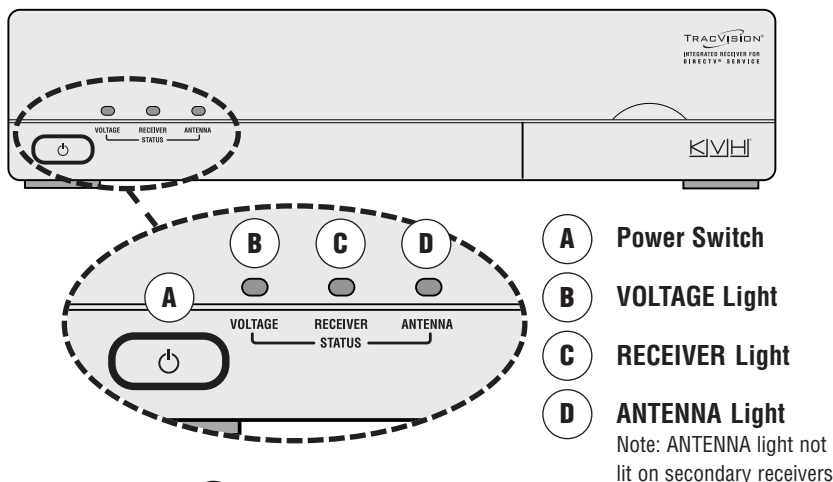
# TracVision®

# Troubleshooting

## TracVision system is not operating properly:

- 1 Stop your vehicle/vessel.** Then turn on the TV and the TracVision system, as described on the reverse side of this guide.

Wait 1 minute, then check the status lights on the primary receiver (*the receiver connected directly to the antenna, if you have more than one*). If all three lights are lit solid green, skip to **2**.



- 1a VOLTAGE light (B) is OFF:**

- Ensure the receiver's power switch (A) is turned ON.
- Check the 12 VDC power to the receiver and check the rear panel fuse.

**VOLTAGE light (B) is Flashing GREEN:**

- Check the coax cable that connects the receiver to the antenna. Be sure the connectors are undamaged and connected securely.

**VOLTAGE light (B) is ORANGE or Flashing RED:**

- There are less than 10 volts input to the receiver. Try connecting the receiver to a dedicated circuit. *If your vehicle/vessel is subject to power fluctuations, use an AC-DC power supply to provide filtered power to the receiver.*

- 1b RECEIVER light (C) is ORANGE:**

- The receiver is ON, but the antenna is OFF. Press the remote control's SAT button.\* Then press its PWR button. The receiver beeps twice.
- If the antenna still doesn't turn on, check the remote control.\*

**RECEIVER light (C) is Flashing ORANGE or RED:**

- Contact your KVH dealer for assistance.

- 1c ANTENNA light (D) is Flashing GREEN:**

- The antenna is on, but it hasn't yet found the satellite. Check for blockage. The antenna requires an unobstructed view of the southern sky to receive satellite TV. Common causes of blockage include buildings, trees, bridges, and mountains.
- Check the antenna dome for grime, which can affect reception. Heavy rain or moisture on the dome can also weaken satellite TV signals.

**ANTENNA light (D) is Flashing ORANGE or RED:**

- Contact your KVH dealer for assistance.

- 2 TV picture is jumbled, frozen, or pixelated?**

- Check for blockage as described in Step 1c.

- 3 Local channels are no longer available, while other channels are OK?**

- Local channels are available only within the Designated Market Area (DMA) used on your account. The antenna cannot receive local channels if you travel outside of your DMA.

- 4 TV displays a "Please call ext. 722" message and you can only watch the Preview Channel (100)?**

- The receiver has lost its activation data. Call DIRECTV customer service at 1-800-DIRECTV (347-3288). You will need to provide the phone number listed for your account.

- 5 The remote control has stopped working?**

- Press the remote control's SAT button, then try again.
- Try aiming the remote directly at the RF converter.
- Replace the remote's two AAA batteries.
- Ensure the RF converter is plugged in, and try moving it to a different location (3 feet away from the receiver, and not behind a metal structure).
- Reprogram the remote (see Section 3-3 of the User's Guide).

**See Section 10 of the User's Guide for further troubleshooting details.**

\* If the SAT button does not illuminate red, replace the batteries in the remote control.