



VQ4500-OE Owner's Manual

This manual contains detailed information on your KING Tailgater.

To start watching TV right away,
use the Quick Reference Guide.



For **dish**

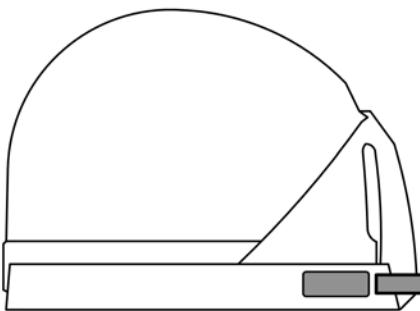
PRODUCT REGISTRATION

To provide ongoing technical support and to better facilitate warranty processing, please register your product at www.kingconnect.com/products/product-registration/.



TABLE OF CONTENTS

Section	Contents	Page
1.	INTRODUCTION	2
2.	CONNECTIONS.....	3
3.	ABOUT SATELLITE TV RECEPTION AND SIGNAL LOSS.....	3
4.	KING TAILGATER OPERATION	4-11
5.	SECOND RECEIVER OPERATION.....	12-13
6.	INSTALLATION	14-17
7.	TROUBLESHOOTING.....	18-21
8.	MAINTENANCE.....	22
9.	LIMITED WARRANTY	23



PURCHASE DATE

____/____/____
Month / Day / Year

Record your serial number here.

HDMI is a registered trademark of HDMI Licensing L.L.C.
DISH and Tailgater are registered trademarks of DISH Network L.L.C.
Simply better, by design. is a trademark of Electronic Controlled Systems, Inc.
KING and Dome Magic are registered trademarks of Electronic Controlled Systems, Inc.



Thank you for choosing DISH and the KING Tailgater HDTV System!

You are about to experience the excitement of DISH satellite television programming and the convenience of the KING Tailgater antenna, which allows you to decide how and where you watch your DISH service while delivering the very best picture and sound quality wherever you go.

Your television programming is delivered from up to 3 satellites located at the 110°, 119°, and 129° west longitudes. The KING Tailgater will automatically find and then switch between satellites as you change channels to offer you the ideal viewing experience.

TO FIND OUT MORE ABOUT THE FOLLOWING DISH BENEFITS AND ACTIVATE SERVICE, CALL 1-800-963-3474

BUNDLE HOME AND RV

Bundle for the best HDTV experience at home and on the go.

- Subscribe to DISH at home and add RV/Outdoors service for only \$7/month.
- Bundle for the ease and convenience of a single bill and unbeatable value.
- Perfect for DISH customers who want to bundle their home and RV service.
- Added benefit: DISH subscribers can enjoy the same great programming when mobile without interrupting their home service.

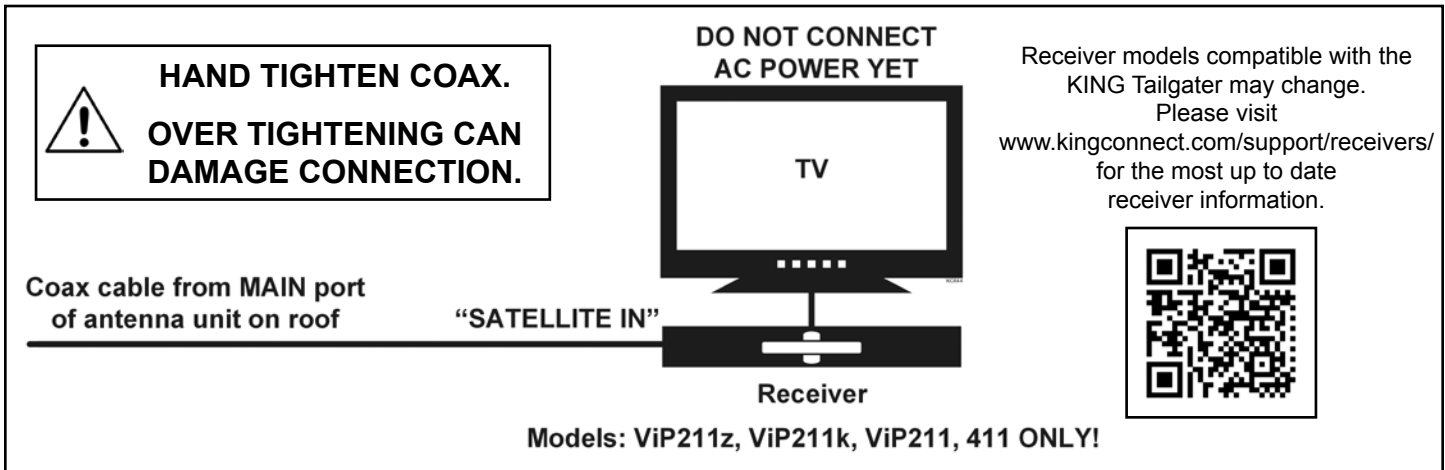
NO LONG TERM CONTRACT

No long term contract. Pay-as-you-go monthly service.

- Only DISH offers pay-as-you-go monthly programming packages.
- No long term contract. Customers pay month to month for service.
- Packages start at \$49.99 and include 60+ channels.
- Perfect for part time RVers or tailgaters who don't have DISH programming at home.

2 CONNECTIONS

1. Make connections as shown below, **BUT DO NOT CONNECT AC POWER YET.**



2. Plug your receiver into a 110 volt AC power source.

The green power light on your receiver should illuminate or begin cycling on and off.

Wait for the green light to turn solid. •
This may take up to two minutes.

If it does not turn solid, power on your receiver using
the front panel POWER button. (On “z” models,
this is located behind the door panel.)



Front of ViP®211z receiver with door open

3. Plug in and turn on your TV.

In your TV's input selection menu, choose the input that matches the connection from your receiver. (Example: If using an HDMI cable from your receiver, choose the HDMI input on your TV.) See your TV owner's manual for details.

4. Review the information below and then go to the next page for operating instructions.

3 ABOUT SATELLITE TV RECEPTION AND SIGNAL LOSS

Because of the small size of the KING Tailgater, signal strength may not be as strong as with a fixed home antenna.

OBSTRUCTIONS: The KING Tailgater requires an unobstructed view of the southern sky for the best signal reception. Always try to park your vehicle with this in mind.

RAIN AND SNOW FADE: Though rare, heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming. Your programming should return as conditions improve.

RECEPTION IN THE NORTHEASTERN US: Due to the low look angle for the 129 satellite in the northeastern region of the United States, you may experience difficulty viewing programming from the 129 satellite while in this area. (Programming from the 110 and 119 should still be available.)

4 KING TAILGATER OPERATION

IF YOU ARE USING A NEW RECEIVER WITH THE KING TAILGATER, YOU MUST FOLLOW THE FIRST TIME SETUP PROCEDURE STARTING BELOW.



AFTER THIS FIRST TIME PROCEDURE, YOU CAN USE “STANDARD KING TAILGATER OPERATION” STARTING ON PAGE 8.

**ONCE YOU HAVE ACQUIRED SIGNAL USING STEPS 1-5 BELOW,
CALL 1-800-963-DISH (3474) TO ACTIVATE YOUR SERVICE.**

FIRST TIME KING TAILGATER OPERATION WITH NEW RECEIVER



MAKE SURE TO INSTALL THE BATTERIES IN THE RECEIVER’S REMOTE CONTROL (INCLUDED WITH REMOTE CONTROL).

1. Point your receiver’s remote at the front of the receiver and press **SAT**.

Press **RECORD**.

When a number appears in the box, verify “Continue” is highlighted.

Press **SELECT** on your remote.

Program Remote to Receiver

Step 1 of 5

The following 5 steps should take approximately 30-45 minutes to complete.

a) Locate the receiver remote.

b) While aiming at the receiver front panel, press the SAT mode button on the remote.

c) Press RECORD on the remote.

Select “Continue” when a number appears in the box above.

Continue

The *Portable Antenna Setup* screen will display.

Portable Antenna Setup

1. The portable antenna must be placed on a stable surface with a clear view of the southern sky.
2. Ensure no obstructions block the line of sight from the portable antenna to the sky.
3. Select the state where the portable antenna is currently located below and select “Scan”.

<input type="checkbox"/> A-F	<input checked="" type="checkbox"/> Alabama
<input type="checkbox"/> G-L	<input type="checkbox"/> Alaska
<input type="checkbox"/> M-R	<input type="checkbox"/> Arizona
<input type="checkbox"/> S-Z	<input type="checkbox"/> Arkansas

Scan

Cancel

Summary



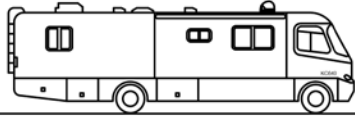
IN STEPS 2-6, DO NOT BLOCK THE KING TAILGATER'S LINE OF SIGHT TO THE SATELLITES IN THE SOUTHERN SKY AT ANY TIME!

SATELLITES IN SOUTHERN SKY



OBSTRUCTIONS

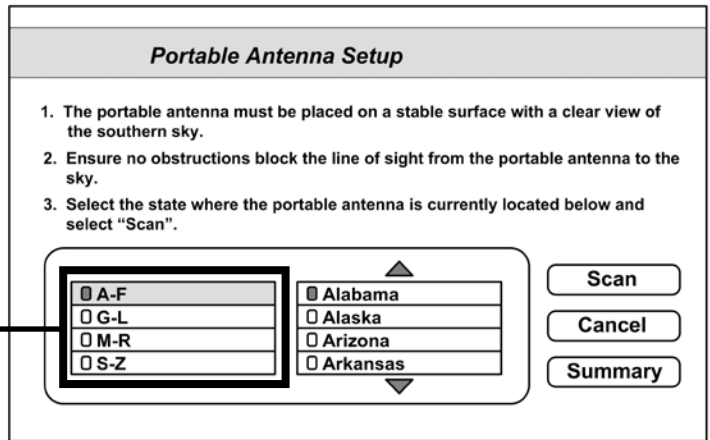
ANTENNA UNIT ON RV



IMPORTANT!
If you move the vehicle any time during or after the scan, you will have to repeat steps 2-6.

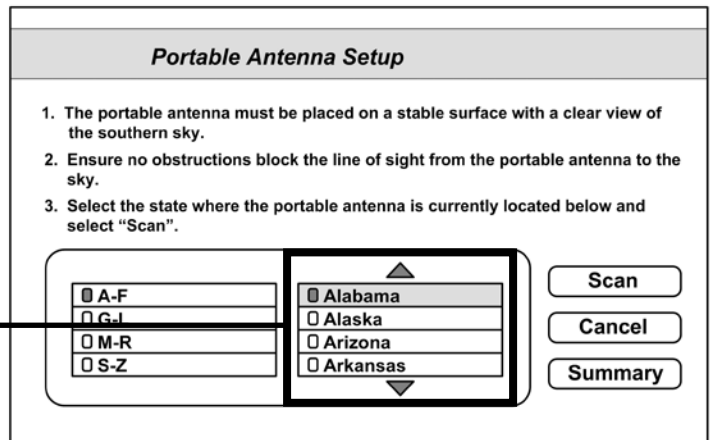
2. Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT**.



3. Highlight the state you are currently in from the state menu.

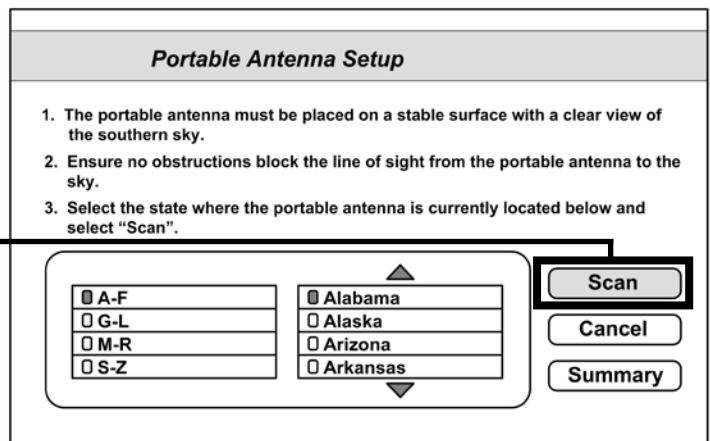
Press **SELECT**.



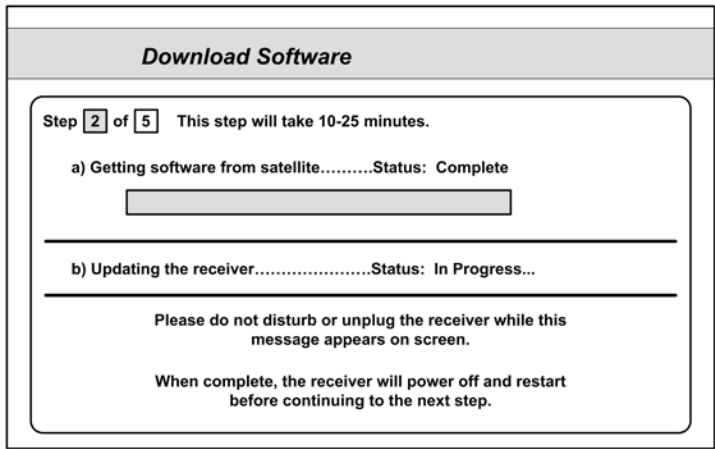
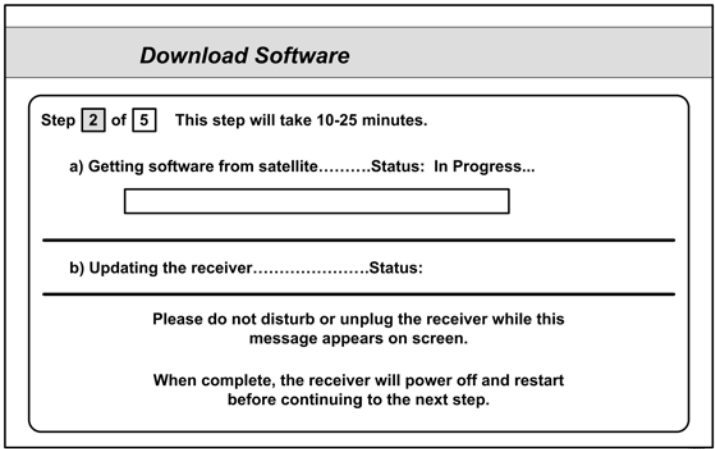
4. Verify "Scan" is highlighted.

Press **SELECT**.

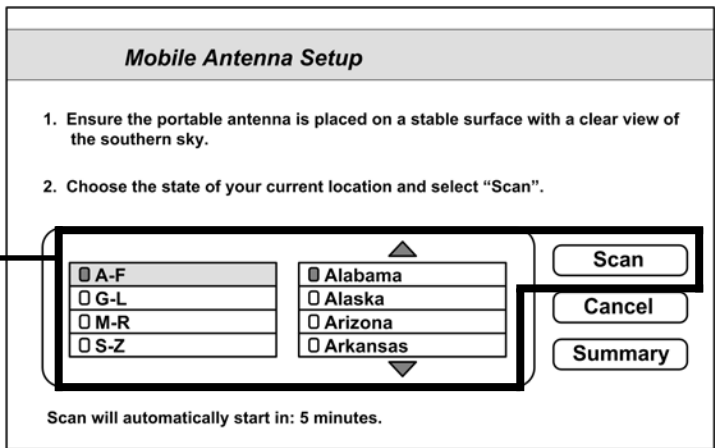
The scan will begin and may take up to several minutes to complete.



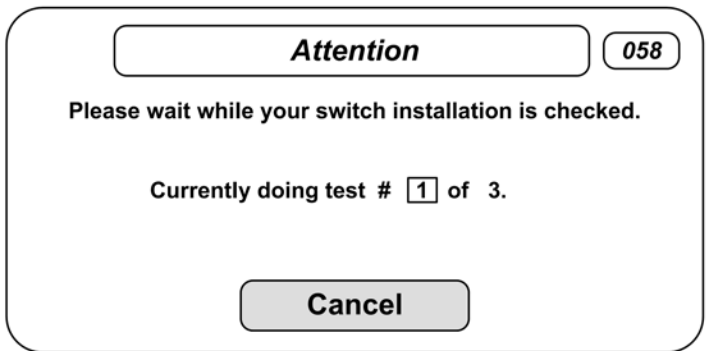
The receiver will download software for the KING Tailgater. This step may take 10-25 minutes.



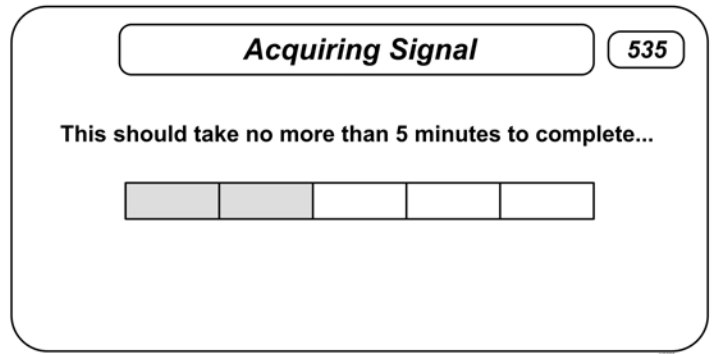
5. The receiver will reset and the *Mobile Antenna Setup* Screen will appear. Repeat steps 2-4 to start a second scan.



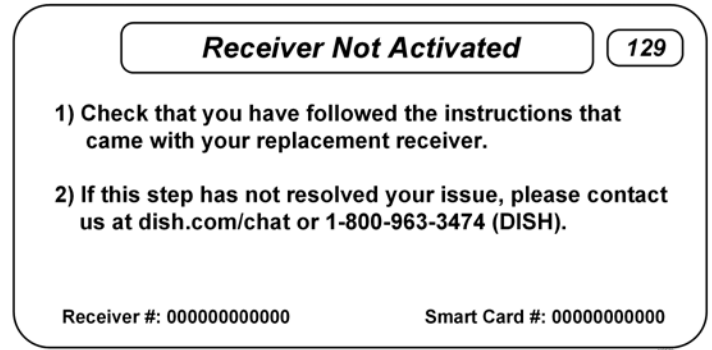
The unit will scan a second time.



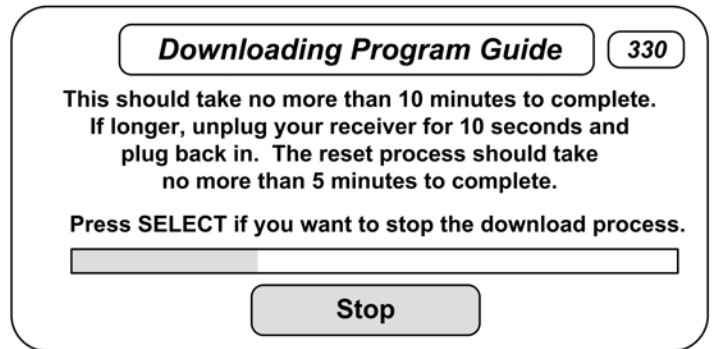
When the scan is complete, the *Acquiring Signal* message will display. Acquiring the signal may take up to 5 minutes to complete.



6. After your receiver has acquired the signal, it is ready to be activated. To activate service call 1-800-963-DISH (3474).



After your receiver is activated, the electronic program guide will download. This may take up to 5 minutes to complete (potentially longer if an external hard drive is connected).



This completes the setup for new receivers. You may now use STANDARD KING TAILGATER OPERATION starting on the next page for subsequent use.

STANDARD KING TAILGATER OPERATION



IF YOUR RECEIVER IS NEW AND UNACTIVATED, YOU MUST COMPLETE THE STEPS ON PAGES 4-7 FIRST!

1. Turn on your TV. In your TV's input selection menu, choose the input that matches the connection from your receiver. The *Mobile Antenna Setup* screen should display.

If the *Mobile Antenna Setup* screen does not display, press MENU, 6, 1, 1 on your remote. Highlight the "Check Switch" button then press SELECT on your remote.

Mobile Antenna Setup

1. Ensure the portable antenna is placed on a stable surface with a clear view of the southern sky.
2. Choose the state of your current location and select "Scan".

<input checked="" type="radio"/> A-F	<input checked="" type="radio"/> Alabama
<input type="radio"/> G-L	<input type="radio"/> Alaska
<input type="radio"/> M-R	<input type="radio"/> Arizona
<input type="radio"/> S-Z	<input type="radio"/> Arkansas

Scan will automatically start in: 5 minutes.



IN STEPS 2-6, DO NOT BLOCK THE KING TAILGATER'S LINE OF SIGHT TO THE SATELLITES IN THE SOUTHERN SKY AT ANY TIME!

SATELLITES IN SOUTHERN SKY



OBSTRUCTIONS

ANTENNA UNIT ON RV



IMPORTANT!
If you move the vehicle any time during or after the scan, you will have to repeat steps 1-5.

2. Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT** on your remote.

Mobile Antenna Setup

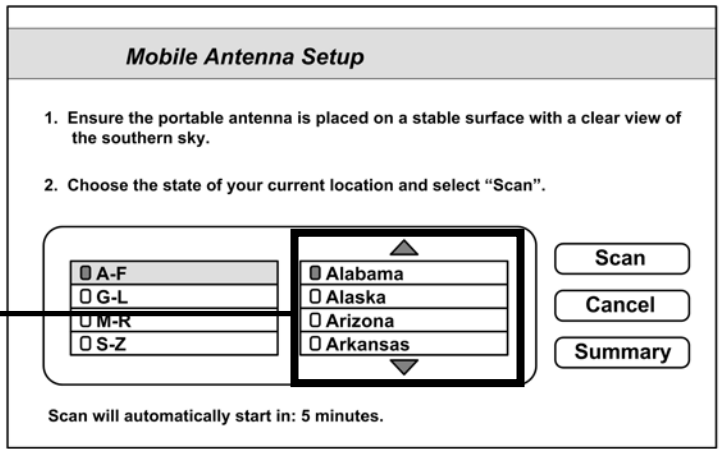
1. Ensure the portable antenna is placed on a stable surface with a clear view of the southern sky.
2. Choose the state of your current location and select "Scan".

<input checked="" type="radio"/> A-F	<input checked="" type="radio"/> Alabama
<input type="radio"/> G-L	<input type="radio"/> Alaska
<input type="radio"/> M-R	<input type="radio"/> Arizona
<input type="radio"/> S-Z	<input type="radio"/> Arkansas

Scan will automatically start in: 5 minutes.

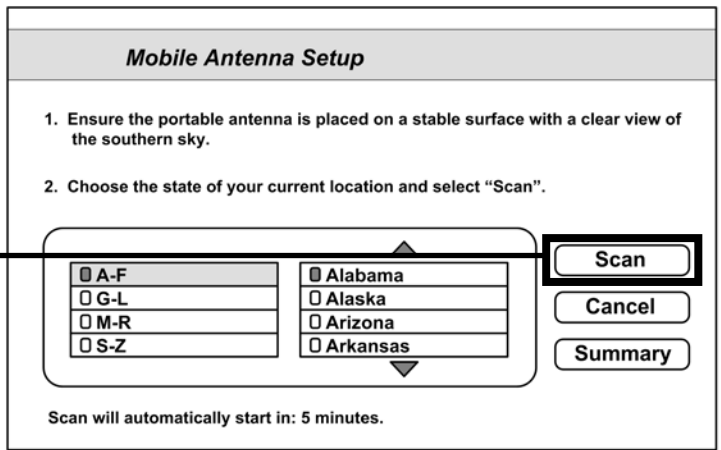
3. Highlight the state you are currently in from the state menu.

Press **SELECT**.



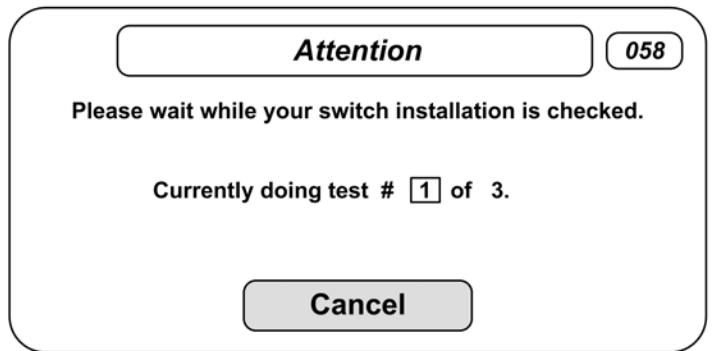
4. Verify "Scan" is highlighted.

Press **SELECT**.

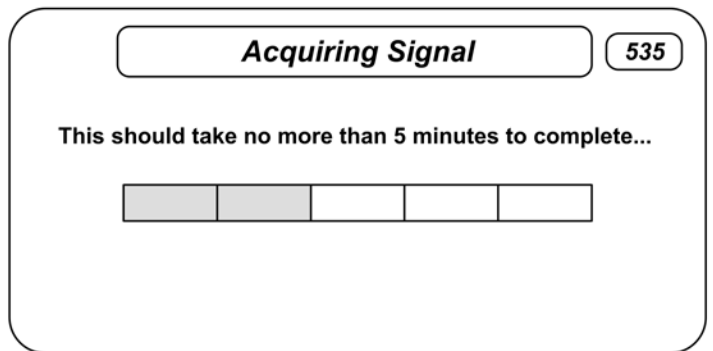


The scan will begin and may take up to several minutes to complete.

This screen will display during the scan.



5. When the scan is complete, the "Acquiring Signal" message will display. Acquiring the signal may take up to 5 minutes to complete.





6. After your receiver has acquired the signal, the electronic program guide will download. This may take up to 5 minutes to complete (potentially longer if an external hard drive is connected).

Downloading Program Guide 330

This should take no more than 10 minutes to complete.
If longer, unplug your receiver for 10 seconds and
plug back in. The reset process should take
no more than 5 minutes to complete.

Press SELECT if you want to stop the download process.



If your receiver has not been used for awhile the 013 error message may appear. Call 1-800-333-DISH (3474) and follow the prompts to reauthorize your receiver. Note that if channel 101 appears, scroll channel up or down to make sure 013 error message does not appear.

You can view your programming when your receiver has been authorized and the guide has finished downloading.

OPERATING NOTES:



IF YOU MOVE THE KING TAILGATER, YOU WILL HAVE TO REPEAT STEPS 2-6 TO REACQUIRE THE SATELLITES AND RESTORE PROGRAMMING.

When in the northeastern United States, television programming from the 129 satellite may not be available (see page 3).

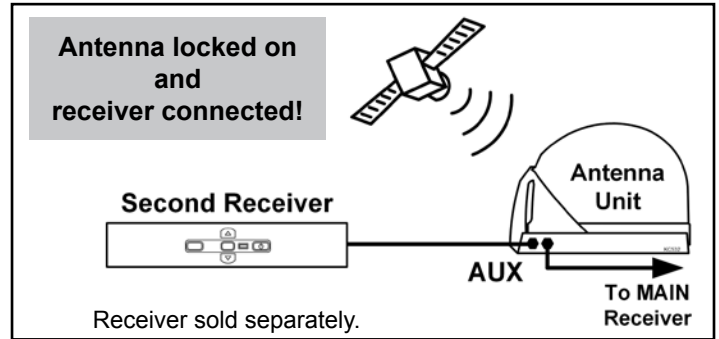
If your system is inactive for an extended period of time, you may have to call DISH Customer Service at 1-800-333-DISH (3474) to reauthorize your receiver.

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5 SECOND RECEIVER OPERATION

INITIAL SETUP FOR SECOND RECEIVER

1. With the antenna locked on the satellite and the second receiver connected to the antenna unit's AUX port coax, use your DISH remote control and press **MENU, 6, 1, 1** to display the *Point Dish* screen.



2. Use the arrow buttons on the remote to highlight "Check Switch".

Press **SELECT** on your remote.

Point Dish

To calculate Dish 500 Peak Angles,
Enter your ZIP Code select satellite 110 or 119

Zip Code	Dish System	Transponder	Satellite
30000	500	15	129

Azimuth: N/A Elevation: N/A Skew: N/A

0 10 25 50 75 100 125

Not Locked – Name Not Acquired! Signal Strength: 0

3. Verify "SuperDISH" and "Alternate" are not selected.

Verify "Test" is highlighted.

Press **SELECT** on your remote.

Installation Summary

Satellite Input			
Port:	1	2	3
Satellite:	129	119	110
Trans:	OK	OK	OK
Device:	1K.2	1K.2	1K.2
Status:	Reception Verified		
Switch:	DP34		

SuperDISH Alternate

Details **Test** Done Help

4. When test is complete, highlight "Save."

Press **SELECT** on your remote.

Installation Summary

Warning 836

The check switch test has found you have fewer satellites than previously detected. Selecting "Save" will result in a loss of channels. Press "Cancel" to keep the original setting and return to the previous menu. Only select "Save" if you are sure that this new setting is correct for your installation or you have added/removed equipment.

Cancel Retest **Save**

Details Test Done Help

See the next page for downloading programming to the second receiver.

DOWNLOADING PROGRAMMING TO THE SECOND RECEIVER

After completing the steps on the previous page, reset the second receiver by pressing the POWER button on the front panel for 10 seconds. The TV picture will go away and should reappear within two minutes.

The receiver will then download the program guide to show only the channels available on the current satellite as determined by the channel selected on the main receiver. Downloading the new program guide can take up to five minutes to complete.

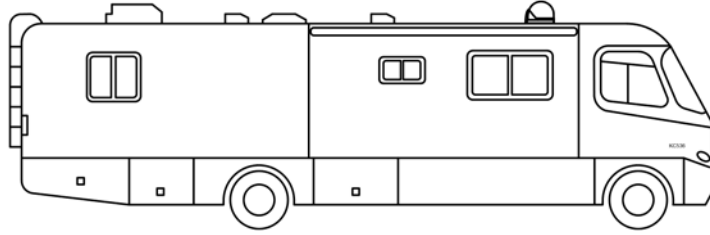
The channels available on the second receiver are determined by the channel/satellite selected on the main receiver. For example, if you select a channel on the main receiver that is broadcast from the 119 satellite, then the second receiver will be able to view any channel broadcast from the 119 satellite.

If you switch channels on the main receiver to one that is broadcast from a different satellite, (for example, your channel was broadcast from satellite 119 but your new channel is broadcast from the 110), the antenna will automatically switch to the 110 satellite and programming will be lost on the second receiver until you either:

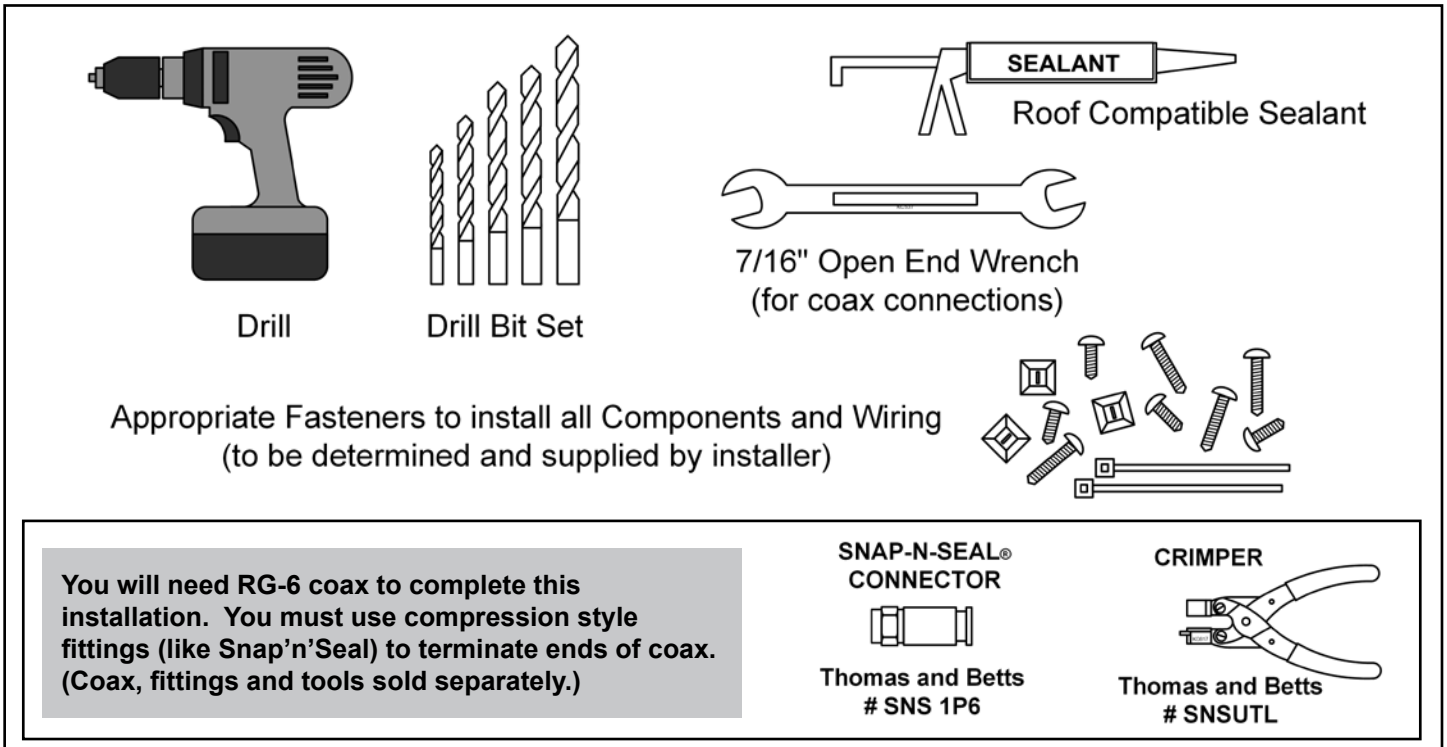
- Select a channel on the main receiver that is broadcast from the previous satellite (satellite 119 in this example).
- (or)
- Reset the second receiver by following INITIAL SETUP FOR SECOND RECEIVER (on previous page) to download the program guide for the newly selected satellite (satellite 110 in this example).

NOTE: If you choose a channel on the main TV that causes the antenna to switch satellites, you may have to run a check switch on the second receiver.

6 INSTALLATION



1. Make sure you have the following tools and materials before starting.

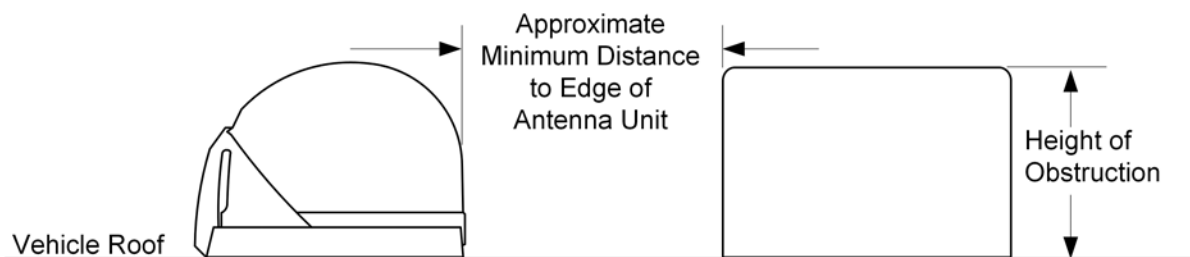


ANTENNA UNIT LOCATION (See Illustration on next page)

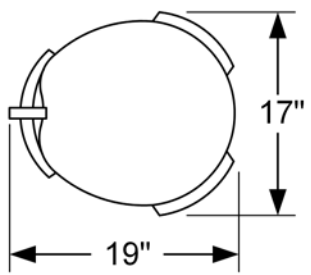
2. Select an area on the roof for the antenna unit and the location where the wiring will enter the vehicle through the roof to the satellite receiver inside using the following criteria:
- A shorter distance between the antenna unit and the satellite receiver is most desirable.
 - Make sure you have enough room to mount the antenna unit.
 - The antenna unit should be mounted on the center line of the vehicle, and not tilted more than 2 degrees in any direction.
 - There must be no "line of sight" obstructions. Air conditioning units, other antennas, and storage areas that are too close to the antenna unit may prevent the satellite signal from reaching the antenna unit.
 - Mount the antenna unit with the handle to rear of the vehicle.

ANTENNA UNIT LOCATION

HEIGHT OF OBSTRUCTION	APPROXIMATE MINIMUM DISTANCE TO EDGE OF ANTENNA UNIT
10"	8"
11"	10"
12"	12"
13"	14"
14"	16"
15"	18"
16"	20"

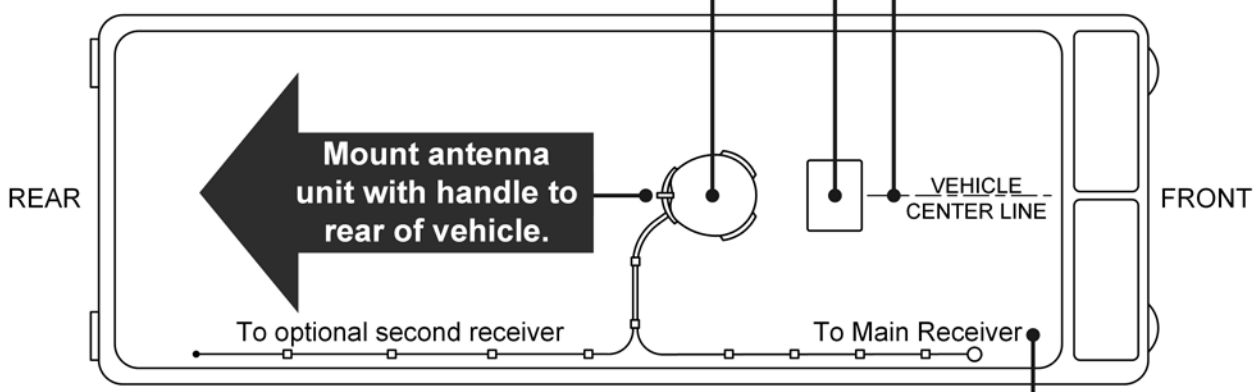


Do not mount antenna unit too close to obstructions.



Choose a location with adequate space.

Mount antenna unit on center line of vehicle.



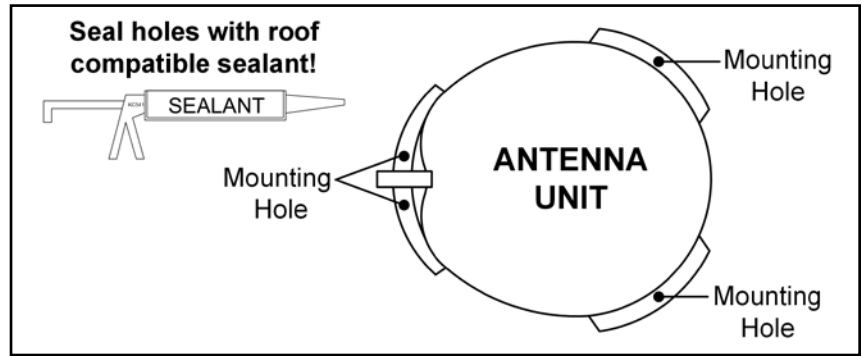
Try to install antenna unit as close as possible to main receiver to minimize coax length.

The installer is responsible for weatherproofing all holes with sealant.

The installer is responsible for determining the most appropriate fastener to secure the antenna unit to the roof. Depending on the roof material, fasteners such as lag screws, well nuts, sheet metal screws, toggle bolts and T anchors may be used, and should always be used in combination with a roof compatible sealant.

If rubber feet have been installed on the bottom of the antenna unit, lay the unit on a soft non-scratching surface and remove them. If rubber feet came packaged with the unit, do not apply them.

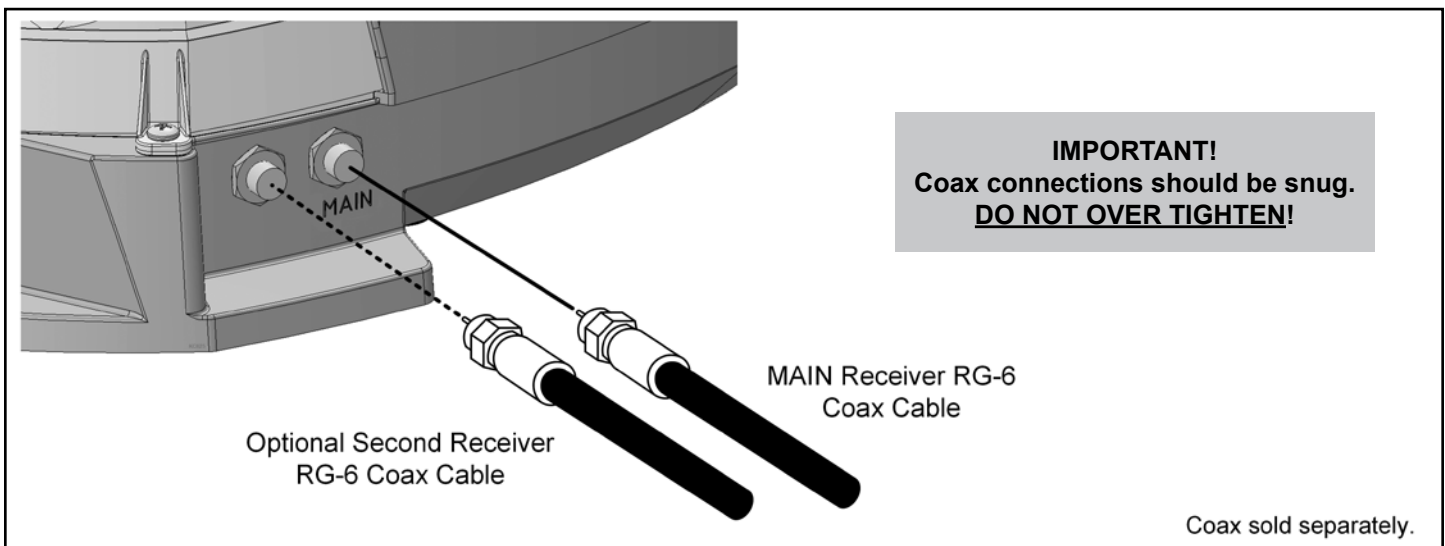
3. Mount the antenna unit using the (4) mounting holes. Make sure to seal mounting holes with roof compatible sealant.



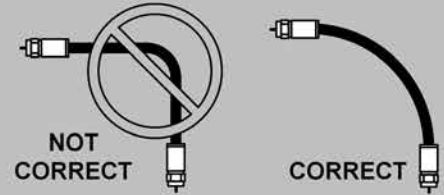
There are two coax ports on the back of the antenna unit. The one labeled "MAIN" **MUST** be connected to the main receiver in vehicle. The one labeled "AUX" can be used for an additional receiver if desired.

4. Connect one end of a coax cable (sold separately) to the MAIN port and tighten connection (see below.) **DO NOT OVER TIGHTEN.**

If using a second receiver, connect end of a second coax (sold separately) to the AUX port. Tighten connection. **DO NOT OVER TIGHTEN.**



AVOID SHARP BENDS WHEN ROUTING COAX!

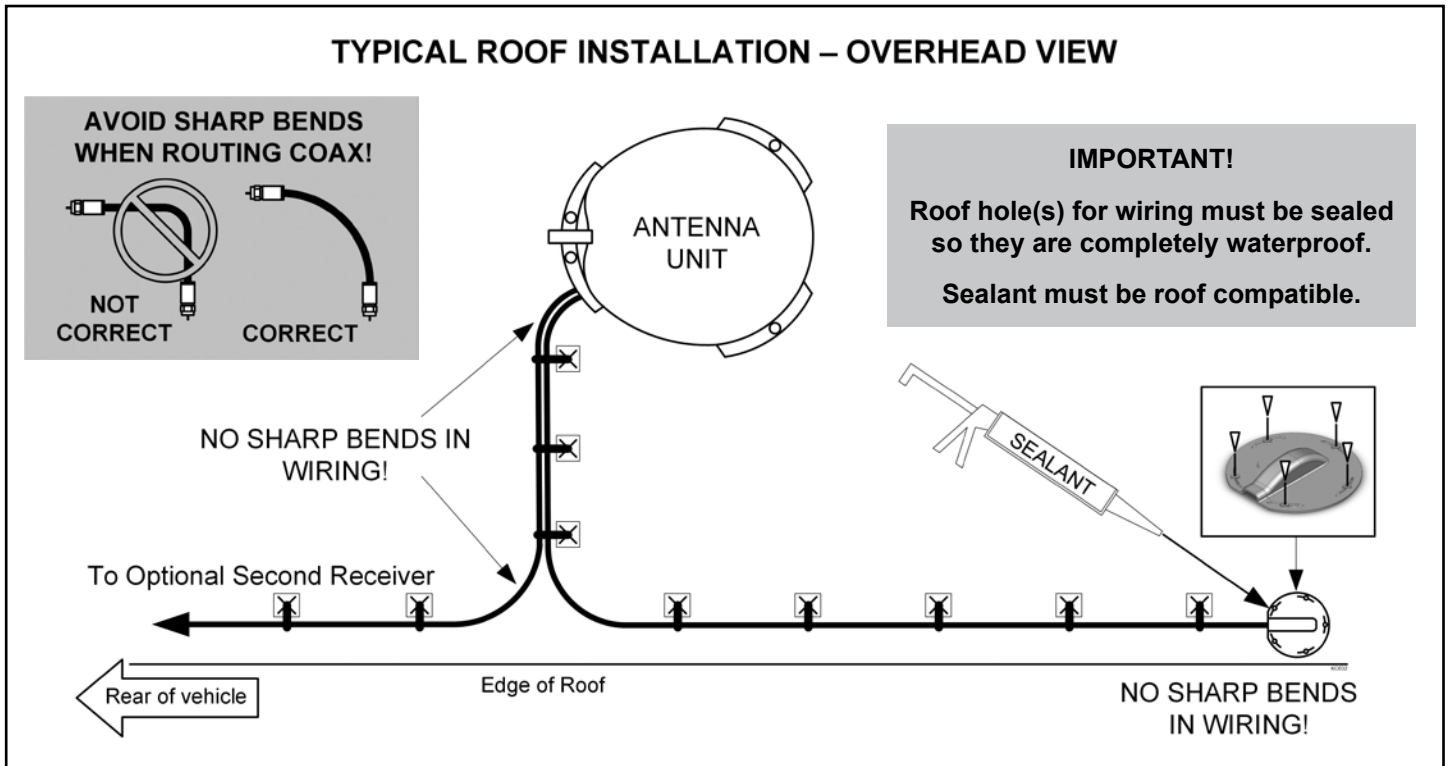


5. Run coax from the antenna unit to the roof edge, then along edge to location where coax will be fed into the vehicle. If installing an optional second receiver, run second coax to location where it will enter the vehicle. Secure (both) coax to roof every 12-18 inches (see below).
6. Drill 3/4" hole through the roof and into the cabinet where receiver is stored. Feed coax down through hole. Seal opening with roof compatible sealant so that it is completely waterproof (inside and outside of the 3/4" hole). Repeat for second coax if present.

Use adhesive sealant compatible with roof material. Installer is responsible for determining proper roof compatible adhesive sealant and fasteners for cable entry cover.

Roof holes for cables must be sealed so they are completely waterproof. Mounting holes, perimeter of cable entry cover and cable opening of cable entry cover must be sealed so they are completely waterproof.

7. Fasten cable entry cover to roof with appropriate adhesive sealant and roof fasteners. Seal mounting holes, perimeter of cover and cable opening so they are completely waterproof.



8. Remove blue protective sheet from the antenna unit.
9. Inside vehicle, make sure coax cable is in an accessible position for receiver hookup.

This completes the installation.

7 TROUBLESHOOTING

Symptom/Message	Possible Cause	Troubleshooting
Receiver is stuck on "SYSTEM INFO" screen.	Access card is not fully seated in receiver slot.	Fully insert access card in receiver slot. On a ViP211z, this is located behind the front panel access door on left side of receiver.
Complete Signal Loss - 015	<p>Obstructions to the KING Tailgater's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the KING Tailgater.</p> <p>You have selected a local channel but are outside of its spot beam area.</p> <p>KING Tailgater has been moved.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the KING Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the KING Tailgater is connected properly and hand tightened. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 4) Verify you have selected a nationally broadcast channel (CNN, ESPN, etc.). <p>If KING Tailgater has been moved, initiate a new scan.</p>
No Satellites Found - 151	<p>Obstructions to the KING Tailgater's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the KING Tailgater.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the KING Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the KING Tailgater is connected properly and hand tightened. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Partial Signal Loss - 002	Obstructions to the KING Tailgater's view of the southern sky, such as tree branches, severe rain, etc.	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the KING Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the KING Tailgater is connected properly and hand tightened. 3) Try changing the channels to see if you are able to view live video. 4) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.

Symptom/Message	Possible Cause	Troubleshooting
My remote is not working.	<p>Your batteries may need to be replaced.</p> <p>Your remote is not currently paired with your receiver.</p> <p>Remote is in wrong mode.</p>	<ol style="list-style-type: none"> 1) Check to make sure the batteries are properly inserted in your remote. If the SAT button on top of the remote does not light up when you press it, replace the batteries. 2) Set up your remote control: <ul style="list-style-type: none"> • Press the “SYSTEM INFO” button on the front panel of your receiver. The “System Info” screen displays. • Press and release the SAT button on your remote control. • Press and release the RECORD button. You may see the remote address change on the screen. • Press and release the SELECT button on your remote to continue.
Channel Signal Loss - 004	KING Tailgater has not tracked to the appropriate orbital slot upon channel change.	<ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
No Program Guide - 023	Your receiver has not yet acquired signal required to allow access to the electronic program guide.	<ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
All Satellites Not Found - 150	<p>Obstructions to the KING Tailgater’s view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Your physical location may be outside the footprint of the desired orbital slot.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the KING Tailgater’s view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Sporting Event Blackout - 744	Blackout patterns are applied based on the physical address on your account. Events outside the area surrounding your physical address may not be available.	N/A

Symptom/Message	Possible Cause	Troubleshooting
Over-the-Air Antenna Channels Missing - Error 739	<p>The quality of reception and number of channels available depends on, among other things, the over-the-air antenna's placement and your location.</p> <p>Weather conditions may interfere with channel reception.</p> <p>You are in a new location and have not scanned for channels.</p> <p>VIP211z receivers do not have an over-the-air tuner built in.</p>	<ol style="list-style-type: none"> 1) Check that the wiring between your DISH receiver and your over-the-air antenna is configured properly. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Scan again for over-the-air antenna channels to your receiver: <ul style="list-style-type: none"> • Using the DISH remote, press MENU then 6-8 to access the local channels screen. • Select "Scan Locals." <p>DISH sells a separate over-the-air tuner. (DISH part number DISH-OTATUNER)</p>
Outside of Viewing Area - 120	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A
Local Channels Interrupted - 536	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A
Missing Channels.	<p>The electronic program guide may not be set to "My Channels."</p> <p>You may not have the orbital slots required to view the missing television programming.</p>	<ol style="list-style-type: none"> 1) Press the GUIDE button on your remote twice to display the "Favorites List Options" menu. Select "My Channels" using the arrow buttons on your remote. 2) Confirm that you subscribe to the missing channel by using dish.com/mychannels. 3) Perform a check switch test: <ul style="list-style-type: none"> • Using your DISH remote, press MENU then 6-1-1. Highlight the Check Switch Button then press SELECT. • Highlight "Scan" then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. 4) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Local Channels Missing.	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A

Symptom/Message	Possible Cause	Troubleshooting
Guide Information Not Available.	<p>Your receiver was not powered off at night to receive the nightly electronic program guide updates.</p> <p>Your receiver has not yet acquired signal needed to gain access to the electronic program guide.</p>	<ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight "Scan" then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
Guide Time is Incorrect.	<p>The guide time may be incorrect if your receiver is not physically located at the address listed on your DISH account.</p> <p>The guide time will be incorrect if you are using the KING Tailgater in an area with a different time zone than the address listed on your DISH account.</p>	N/A
Video Pixels / Audio Pops.	<p>Obstructions to the KING Tailgater's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Your receiver's signal is low.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the KING Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Check that the coax cable between your receiver and the KING Tailgater is connected properly.
Programming Not Authorized - 005/013/014	<p>You may not be subscribed to the channels you are trying to view.</p> <p>Your receiver has been unplugged or not connected to signal for a significant period of time.</p>	<ol style="list-style-type: none"> 1) Confirm that you subscribe to this channel by using dish.com/mychannels. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Call 800-333-DISH (3474), select TECH and then mention you need RV Tech Support. When prompted by the audio menu, enter the error number using your phone keypad and an activation command will be sent to your receiver.

KING Satellite Systems are designed to be maintenance and trouble free.

For optimum performance, keep the dome clean from dirt, bugs, and other debris. Periodic washing of the dome with mild soap and water is recommended.

IMPORTANT! Do not power wash the KING Tailgater.

If you plan on storing your vehicle for long periods of time, it is recommended that the system be put through a search procedure on a quarterly basis to keep all moving parts in good working order.

If you have any comments or questions, please contact the KING Service Department at (952) 922-6889, or by email at info@kingconnect.com.

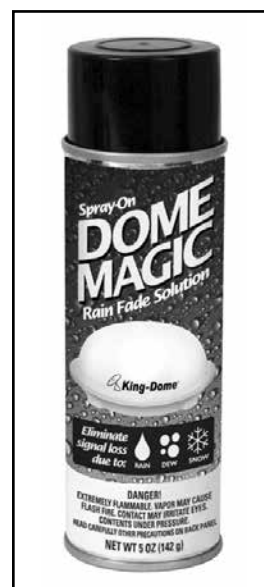
Rain Fade

Rain or dew on the dome can cause signal interference and make the digital picture freeze, pixelate or go out altogether. This loss of signal is commonly referred to as “rain fade” and is caused by the combination of water in the atmosphere and water on the dome surface.

To minimize this issue and eliminate the effects of water on the dome, apply KING **Dome Magic®** rain fade solution to the dome. This will prevent water from adhering to the dome surface and blocking the signal. For additional details on **Dome Magic®** rain fade solution please contact an authorized dealer or call KING at (952) 922-6889.



Single Application Packet #1830-SP



Spray Can #1830

NOTE: *Dome Magic®* may leave a white residue on the dome surface. This will not affect the performance of the antenna.

9 LIMITED WARRANTY

Every new KING Tailgater Satellite System is thoroughly inspected and tested before leaving the factory, and is covered by the following two year parts and one year labor limited warranty from the date of original purchase:

- Two year parts warranty: The customer is not responsible for the cost of replacement parts if the original part is determined to be defective under the terms of the warranty. The customer is responsible for the cost of replacement parts after two years.
- One year labor warranty: The customer is not responsible for labor costs to repair unit if unit falls under the terms of the warranty. The customer is responsible for all labor costs after one year.

Only KING may perform warranty evaluations and repairs. Depending upon the problem, KING may authorize a dealer to perform the necessary repairs. Any warranty labor outside of that performed at the factory is not covered unless 1) the product has been installed by an authorized dealer/installer or OEM manufacturer and 2) the dealer/installer receives prior authorization to perform the repair.

Should any trouble develop during the warranty period, contact KING at (952) 922-6889. You must contact KING before the warranty period expires. The customer must supply proof of purchase (such as a dated sales receipt) when requesting warranty service. If the customer cannot supply proof of purchase, warranty period shall start 30 days after date of manufacture.

If it is determined that the unit needs to be returned to KING, customer must return COMPLETE product, freight prepaid, to: **KING, 11200 Hampshire Avenue South, Bloomington, MN 55438-2453.**

If inspection shows the trouble is caused by defective workmanship or material, KING will repair (or at its option, replace) without charge.

When returning product, KING will supply an RMA number (Return Merchandise Authorization). This number must be clearly written on the box. Failure to clearly write RMA number on box will result in delays in processing claim. Along with product, the customer should include in the box: his/her name, address, daytime phone number, proof of purchase and description of the problem.

This warranty does not cover installation and external wiring, or remanufactured units. This warranty does not cover damage caused by the use of a mounting bracket other than a KING mounting bracket designed for the product. This warranty is not transferable from the original owner.

Due to the expanding and changing TV market, KING cannot be held responsible for changes made to satellite services. Software updates to address such issues are not covered under warranty.

This warranty also does not apply where:

- The product has been abused, misused, improperly installed or improperly maintained.
- The product has been installed on a bracket that is not a KING bracket designed for the product.
- Repairs have been made or attempted by others that are not certified by KING to do such repairs.
- Repairs are required because of normal wear and tear.
- Alterations have been made to the product.
- The antenna unit has been opened without authorization.
- Damage has been caused by power washing.
- Circumstances beyond the control of KING cause the product to no longer operate correctly.
- Customer is not the original owner.

In no event shall KING be liable for any indirect, incidental, or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of the warranty.

KING disclaims liability for any implied warranties, including implied warranties of "merchantability" and "fitness for a specific purpose," after the two year term of this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

NOTES:

Simply better, by design.™



11200 Hampshire Avenue South, Bloomington, MN 55438
PH 952.922.6889 || FAX 952.922.8424 || kingconnect.com

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