

# tailgater™

BY DISH NETWORK

## User's Guide



To subscribe to programming or for assistance with using the Tailgater, contact DISH Network Customer Service at [www.dish.com](http://www.dish.com) or call 1-800-333-DISH (3474).

Refer to [www.dishnetwork.com/supportsection/manuals](http://www.dishnetwork.com/supportsection/manuals) for additional information regarding equipment used with this product.



Manufactured by **King Controls®**

**It is important that you set up the Tailgater within 30 days of purchase. Please use this User's Guide and accompanying Quick Reference Guide to set up your system.**

**If you do not currently have a DISH Network satellite television account, please call 1-800-333-DISH (3474) to set up a new account prior to setup.**

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Record your Tailgater's serial number here.

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Tailgater is a trademark of DISH Network L.L.C.  
HDMI is a registered trademark of HDMI Licensing L.L.C.  
King Controls is a registered trademark of Electronic Controlled Systems, Inc.

## INTRODUCTION

### Thank you for choosing DISH Network and the Tailgater Portable HDTV System!

You are about to experience the excitement of DISH Network satellite television programming and the convenience of the Tailgater portable antenna, which delivers the very best picture and sound quality wherever you go.

DISH Network consistently provides the latest products and satellite-delivered services, with high performance, ease of operation, and a wide variety of entertainment options. The Tailgater allows you to decide how and where you watch your DISH Network service.

## IMPORTANT SAFETY INSTRUCTIONS

1. Please read this User's Guide thoroughly before using the Tailgater.
2. Keep this User's Guide and the included Quick Reference Guide in a safe place for future reference.
3. Follow all instructions and warnings. Set up and operate the Tailgater in accordance with the instructions.
4. Do not power wash or submerge the Tailgater in water. Hand wash only with mild soap and water. See page 9 for additional care instructions.
5. Do not operate near any indoor or outdoor heat source such as radiators, heat registers, stoves, barbecues, campfires, or other items that produce heat.
6. Servicing may be required if the unit has been dropped or damaged in any way or if the unit does not operate normally. Contact DISH Network at 1-800-333-DISH (3474).
7. Tighten all of the coax cable connections only by hand. If you use a wrench, you may over-tighten the connections and damage your equipment.

## TAILGATER PACKAGE CONTENTS

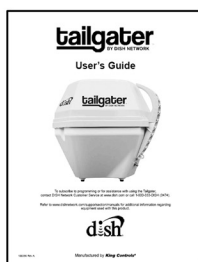
### Tailgater Package Contents



Tailgater Antenna



Quick Reference Guide

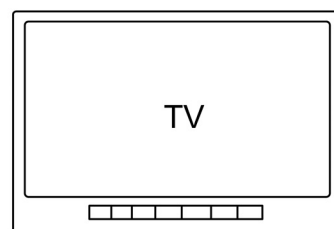


User's Guide



50' RG-6 Coax Cable

You will also need: (Sold separately)



TV

Receiver  
to TV  
cable(s)



DISH Network HD  
Solo Receiver

DISH Network Programming Subscription

## ABOUT SATELLITE TV RECEPTION

Satellite television uses satellites in a geo-stationary orbit over the earth. This type of orbit enables the satellites to stay aligned over one place on the surface of the earth and to transmit your television programming to the Tailgater when pointed at the appropriate satellite.

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

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 the northeastern region. (Programming from the 110 and 119 satellites should still be available.)



## ABOUT SIGNAL LOSS

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

### OBSTRUCTIONS

The Tailgater requires an unobstructed view of the southern sky for the best signal reception.

Be sure to place the Tailgater in a location free from obstructions such as people, trees, buildings, vehicles, etc. This will allow for the strongest signal and will help prevent any interruption to your programming.



### 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.

## CONNECT RECEIVER TO TV

After making the connections and completing the scan on pages 4-8, please call DISH Network at 1-800-333-DISH (3474) to authorize your receiver (page 8), preferably from your residence or any location where you will have good phone reception.

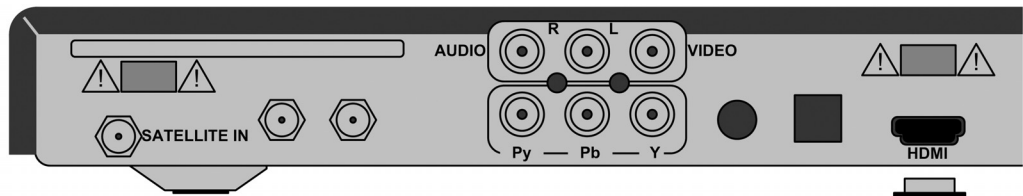


**Make sure to install the batteries in the receiver's remote control (included with remote control).**

## CONNECT YOUR RECEIVER TO YOUR TV

1. Connect your receiver to your TV using the best connection type supported by your TV.  
(See your TV owner's manual for its connection options.)

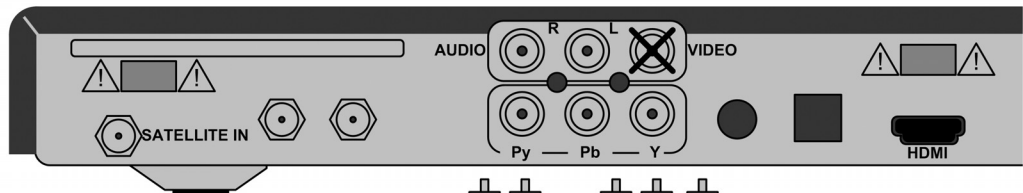
**(A)  
BEST**



**OR**

**HDMI® Cable**

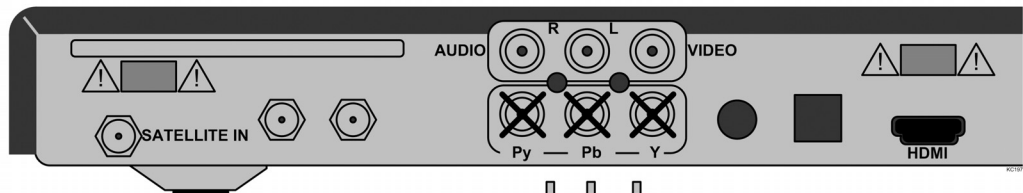
**(B)  
BETTER**



**OR**

**Component Cables**

**(C)  
GOOD**



**RCA Audio/Video Cables**  
Standard Definition Connection\*

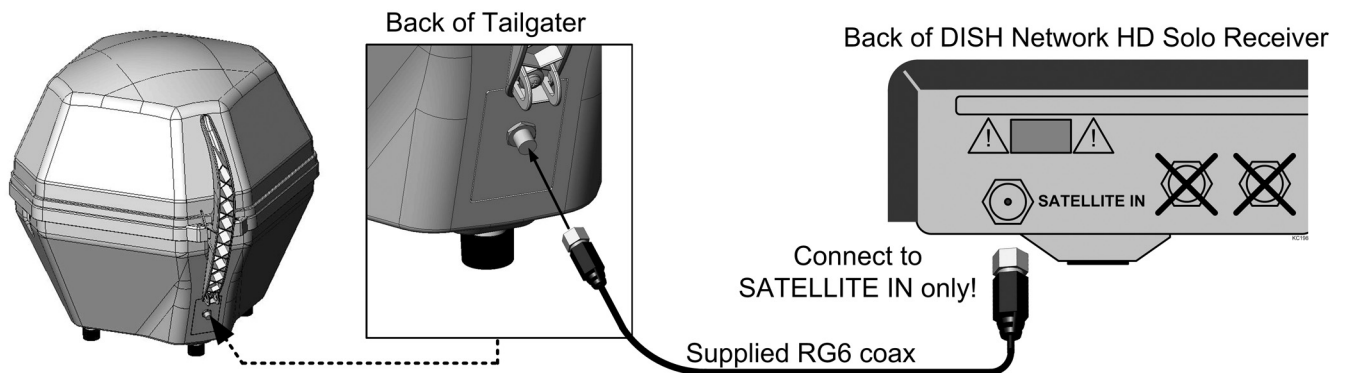
\*Your receiver can also use the standard definition "TV SET OUT" and "S-VIDEO" ports to view video. See your receiver's User's Guide for more information.

## TAILGATER OPERATION

The Tailgater requires an unobstructed view of the southern sky for signal reception. Be sure to place the Tailgater in a location free from obstructions such as trees, buildings, etc. (See page 3.)

### HAND-TIGHTEN COAX CONNECTIONS. OVER-TIGHTENING CAN DAMAGE CONNECTIONS.

1. Connect one end of the supplied RG-6 coax cable to the coax port on the Tailgater. It is recommended you use only the supplied RG-6 coax cable. (The Tailgater draws operating power from your receiver through the coax cable.)
2. Connect the other end of the supplied coax cable to the **SATELLITE IN** port on your receiver.



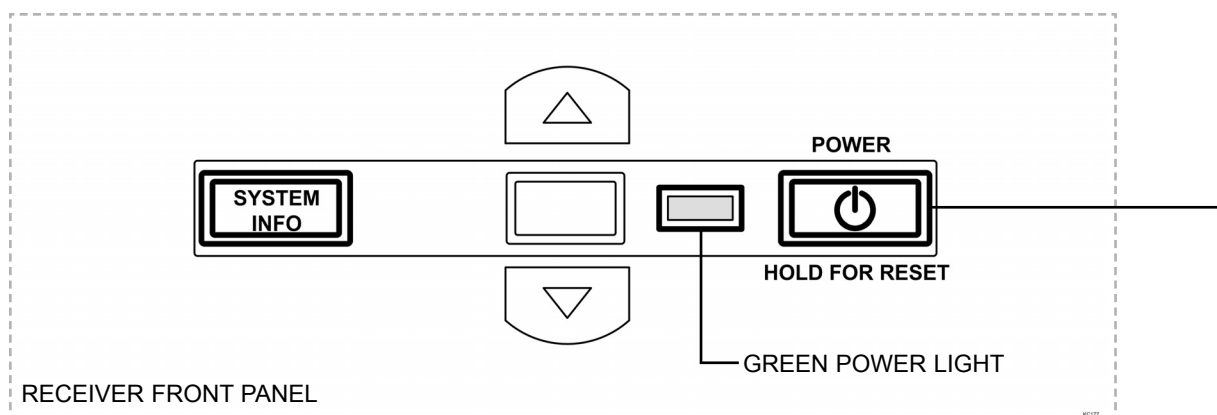
- Do not put the Tailgater where it can be bumped into, knocked over or struck by a person or vehicle. Do not put the Tailgater near any heat sources.
- Do not run the coax cable where it can be tripped on or run over by a vehicle.
- Do not over-tighten the coax cable connections.
- Do not put sharp bends or kinks in the coax cable.

3. 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.

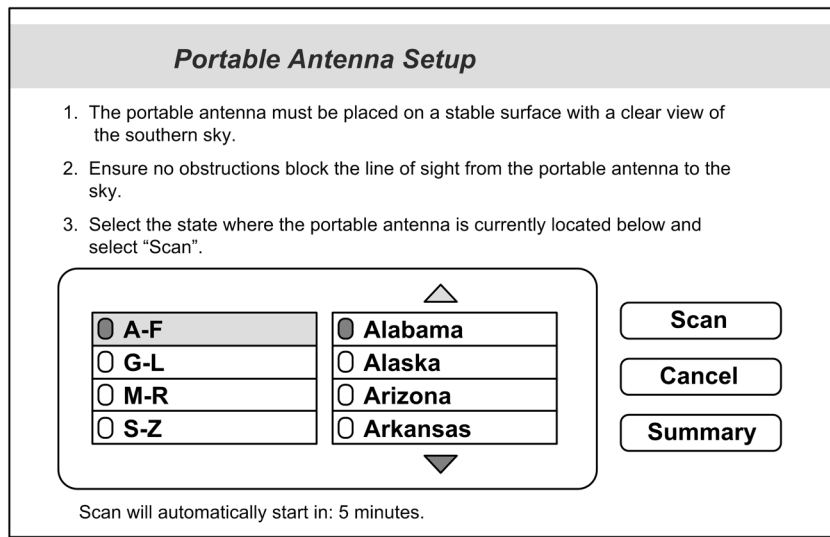


4. Plug in and turn on your TV.

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.

The Portable Antenna Setup screen will display. (It may take up to two minutes to display.)

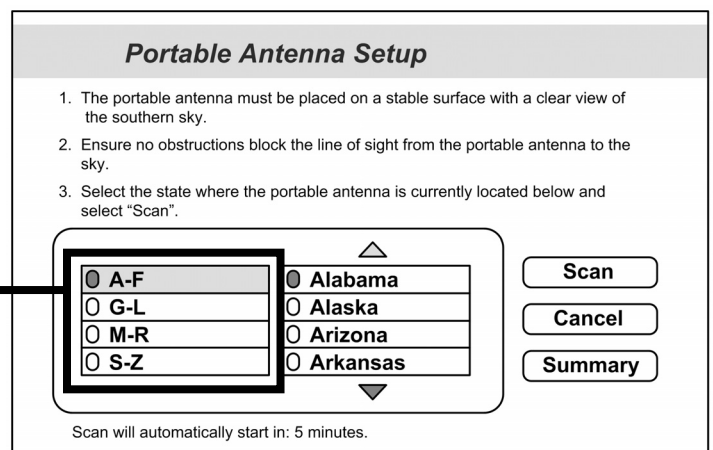
**Note: If the Portable Antenna Setup screen does not display, press MENU, 6, 1, 1 on your remote. Highlight the "Check Switch" Button then press SELECT on your remote.**



**IN STEPS 5-9, DO NOT STAND OR WALK IN FRONT OF THE SIDE OF THE TAILGATER FACING THE SOUTHERN SKY.**

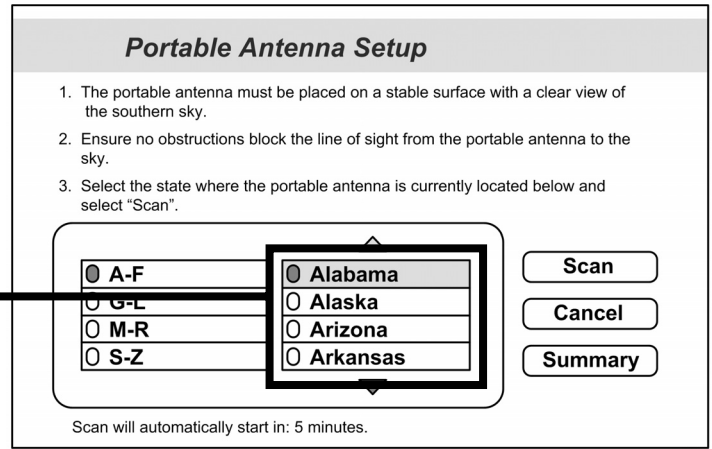
5. Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press SELECT on your remote.



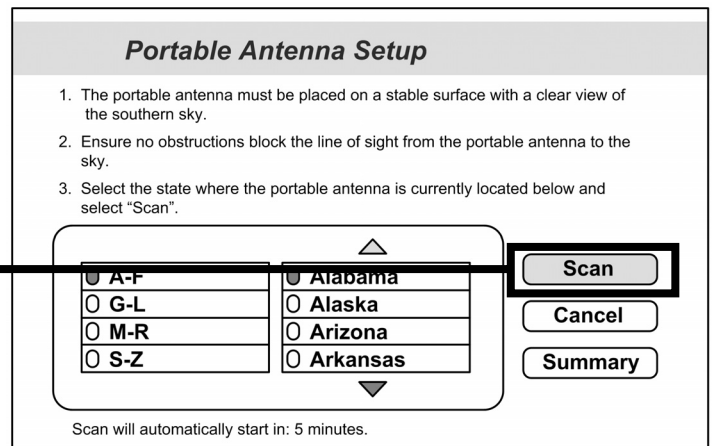
6. Highlight the state you are currently in from the state menu.

Press SELECT.



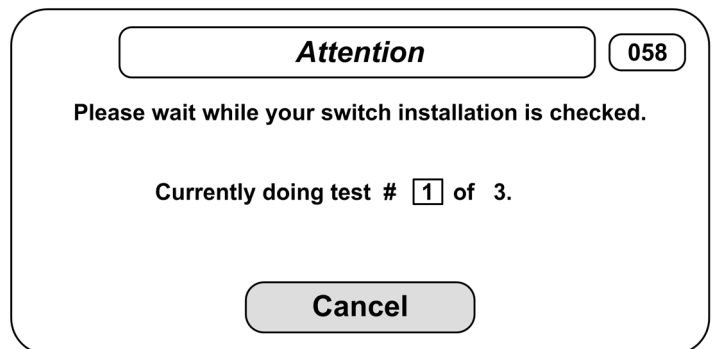
7. Verify "Scan" is highlighted.

Press SELECT.



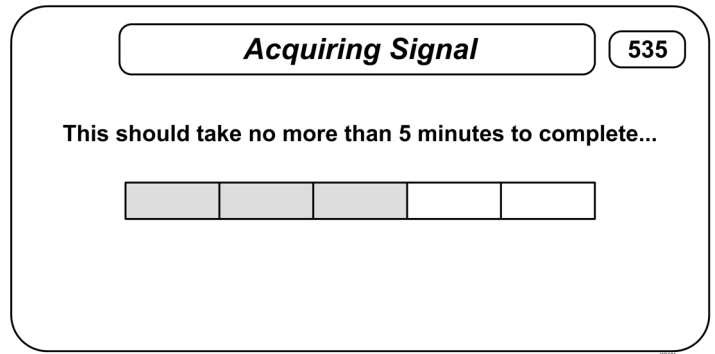
The scan will begin and may take up to several minutes to complete.

This screen will display during the scan.

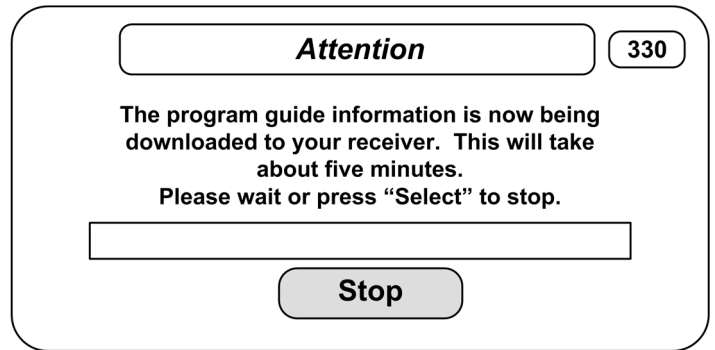




8. When the scan is complete, the “Acquiring Signal” message will display. Acquiring the signal may take up to 5 minutes to complete.



9. 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).



**When using your receiver for the first time the 129 error message will appear. Call DISH Network at 1-800-333-DISH (3474) to authorize your receiver.**



**If your receiver has not been used for awhile the 013 error message will appear. Call 1-800-333-DISH (3474) and follow the prompts to automatically re-authorize 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:**



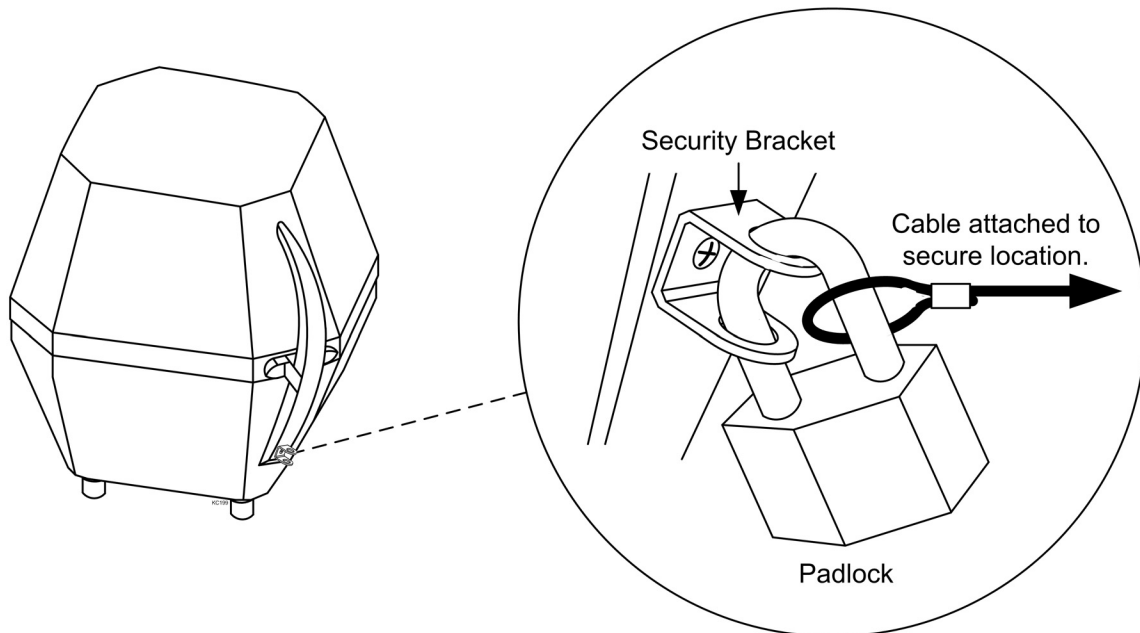
**IF YOU MOVE THE TAILGATER, YOU WILL HAVE TO REPEAT STEPS 5-9 TO RE-ACQUIRE THE SATELLITES AND RESTORE PROGRAMMING.**

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 Network Customer Service to re-authorize your receiver.

## SECURITY

The Tailgater can be secured to an object using a padlock and cable (not included) to prevent theft.



## PROPER CARE OF YOUR EQUIPMENT

1. Always handle the Tailgater product carefully. Do not drop the Tailgater. Avoid excessive shock or vibration to the Tailgater.
2. Use caution when carrying the Tailgater. Always carry the Tailgater by the handle.
3. Do not remove the cover of the Tailgater. Doing so is not recommended by the manufacturer and will void the Limited Warranty.
4. Do not stack the Tailgater on top of or below other electronic devices as this can cause heat build-up or block the satellite signal from reaching the Tailgater.
5. Never power wash the Tailgater. Keep the enclosure clean from dirt, bugs, and other debris by hand washing with mild soap and water.

The Tailgater has been designed to be maintenance and trouble free. If not using the Tailgater for long periods of time, it is recommended that you set up the system on a quarterly basis (every three months) to keep all moving parts of the Tailgater in good working order.

If you have any comments or questions, please contact DISH Network at 1-800-333-DISH (3474), or email DISH Network by logging onto the DISH Network web site at [www.dish.com/support](http://www.dish.com/support) and clicking "Contact Us."

## TROUBLESHOOTING

| Symptom/Message            | Possible Cause  | Troubleshooting   |
|----------------------------|---|---|
| Complete Signal Loss - 015 | <p>Obstructions to the 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 Tailgater.</p> | <ol style="list-style-type: none"> <li>1) Make sure nothing is blocking the Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions.</li> <li>2) Check that the coax cable between your receiver and the Tailgater is connected properly.</li> <li>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.</li> </ol>   |
| No Satellites Found - 151  | <p>Obstructions to the 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 Tailgater.</p> | <ol style="list-style-type: none"> <li>1) Make sure nothing is blocking the Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions.</li> <li>2) Check that the coax cable between your receiver and the Tailgater is connected properly.</li> <li>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.</li> </ol>   |
| Partial Signal Loss - 002  | <p>Obstructions to the Tailgater's view of the southern sky, such as tree branches, severe rain, etc.</p>   | <ol style="list-style-type: none"> <li>1) Make sure nothing is blocking the Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions.</li> <li>2) Check that the coax cable between your receiver and the Tailgater is connected properly.</li> <li>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.</li> </ol>   |
| My remote is not working   | <p>Your remote is not currently paired with your receiver.</p>  | <ol style="list-style-type: none"> <li>1) Check to make sure the batteries are properly inserted in your remote.</li> <li>2) Set up your remote control: <ul style="list-style-type: none"> <li>• Press the "SYSTEM INFO" button on the front panel of your receiver. The "System Info" screen displays.</li> <li>• Press and release the SAT button on your remote control.</li> <li>• Press and release the RECORD button. You may see the remote address change on the screen.</li> <li>• Press and release the SELECT button on your remote to continue.</li> </ul> </li> </ol> |

| Symptom/Message                          | Possible Cause  | Troubleshooting   |
|--|---|---|
| Channel Signal Loss - 004                | Tailgater has not tracked to the appropriate orbital slot upon channel change.  | <ol style="list-style-type: none"> <li>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.</li> <li>2) On the Portable Antenna Setup Screen: <ul style="list-style-type: none"> <li>• Verify the correct state is selected.</li> <li>• Highlight "Scan" then press SELECT.</li> <li>• 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.</li> </ul> </li> </ol> |
| 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"> <li>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.</li> <li>2) On the Portable Antenna Setup Screen: <ul style="list-style-type: none"> <li>• Verify the correct state is selected.</li> <li>• Highlight "Scan" then press SELECT.</li> <li>• 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.</li> </ul> </li> </ol> |
| All Satellites Not Found - 150           | <p>Obstructions to the 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"> <li>1) Make sure nothing is blocking the Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions.</li> <li>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.</li> </ol>  |
| 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   |
| 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"> <li>1) Confirm that you subscribe to this channel by using <a href="http://dish.com/mychannels">dish.com/mychannels</a>.</li> <li>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.</li> <li>3) Call 800-333-DISH (3474) and select TECH. When prompted by the audio menu, enter the error number using your phone keypad and an activation command will be sent to your receiver.</li> </ol>                                    |

| 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 Tailgater's placement and your location.</p> <p>Weather conditions may interfere with channel reception.</p> | <ol style="list-style-type: none"> <li>1) Check that the wiring between your DISH receiver and your over-the-air antenna is configured properly.</li> <li>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.</li> <li>3) Re-scan over-the-air antenna channels to your receiver: <ul style="list-style-type: none"> <li>• Using the DISH Network remote, press MENU then 6-8 to access the local channels screen.</li> <li>• Select "Scan Locals."</li> </ul> </li> </ol>   |
| 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 Network 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 Network 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"> <li>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.</li> <li>2) Confirm that you subscribe to the missing channel by using <a href="http://dish.com/mychannels">dish.com/mychannels</a>.</li> <li>3) Perform a check switch test: <ul style="list-style-type: none"> <li>• Using your DISH Network remote, press MENU then 6-1-1. Highlight the Check Switch Button then press SELECT.</li> <li>• Highlight "Scan" then press SELECT.</li> <li>• 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.</li> </ul> </li> <li>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.</li> </ol> |
| 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 Network account.  | N/A  |

| <b>Symptom/Message</b>          | <b>Possible Cause</b>  | <b>Troubleshooting</b>  |
|---------------------------------|--|---|
| 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"> <li>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.</li> <li>2) On the Portable Antenna Setup Screen: <ul style="list-style-type: none"> <li>• Verify the correct state is selected.</li> <li>• Highlight "Scan" then press SELECT.</li> <li>• 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.</li> </ul> </li> </ol> |
| Guide Time is Incorrect         | The guide time will be incorrect if your receiver is not physically located at the address listed on your DISH Network account.  | N/A   |
| Video Pixels / Audio Pops       | <p>Obstructions to the 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"> <li>1) Make sure nothing is blocking the Tailgater's view of the southern sky, such as tree branches, severe rain, or other obstructions.</li> <li>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.</li> <li>3) Check that the coax cable between your receiver and the Tailgater is connected properly.</li> </ol>   |

## MANUFACTURER'S LIMITED WARRANTY

Every Tailgater portable antenna is thoroughly inspected and tested before leaving the factory and is covered by the following one year parts limited warranty from the date of original purchase.

One 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 one year.

If any trouble develops during the warranty period, the customer should contact DISH Network at 1-800-333-DISH (3474). The customer must contact DISH Network 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, the warranty period shall start 60 days after date of manufacture.

If inspection shows the trouble is caused by defective workmanship or material, product manufacturer King Controls will repair (or at its option, replace) the Tailgater without charge. When returning product, King Controls 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 may result in delays in processing claim. Along with the product, the customer should include in the box: his/her name, address, daytime phone number, and 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 mounting bracket designed for this product. This warranty is not transferable from the original owner.

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

Due to the expanding and changing TV market, the manufacturer cannot be held responsible for changes made to satellite services. Software updates to address such issues are not covered under this warranty. This warranty also does not apply where:

- The product has been abused, misused, improperly installed or improperly maintained.
- Repairs have been made or attempted by others that are not certified by King Controls 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 Controls cause the product to no longer operate correctly.
- Customer is not the original owner.

IN NO EVENT SHALL KING CONTROLS OR ANY OF ITS RESELLERS, DISTRIBUTORS OR RETAILERS 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 CONTROLS ON BEHALF OF ITSELF, ITS RESELLERS, DISTRIBUTORS AND RETAILERS, DISCLAIMS LIABILITY FOR ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF "MERCHANTABILITY" AND "FITNESS FOR A SPECIFIC PURPOSE," AFTER THE ONE 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.

## FCC GUIDELINES

This device complies with Part 15, sub-part B, of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device must not cause harmful interference, and
- 2) This device must accept any interference received, including interference that may cause undesired operation.



**NOTES:**



To subscribe to programming or for assistance with using the Tailgater, contact DISH Network Customer Service at [www.dish.com](http://www.dish.com) or call 1-800-333-DISH (3474).

