

Automatic Multi-Satellite TV Antenna

Operation Manual

Model SK2DISH

Model SK2SWM3

To download the manual in color and for up-to-date product and warranty information, visit winegard.com/travler

For technical services:
email help@winegard.com or call 1-800-788-4417

2452466 REV 5-21

have a good, reliable internet source and connection .

3. Once the IDU has loaded and is in the ready state, press and hold the Search button to perform a search.

4. To stow the antenna press and hold the Stow button until the satellite antenna starts the stow process.

The IDU includes advanced features as well as system information within the Settings Menu. To

The already simple Winegard® Trav'ler® operation is even easier and can now be done from your smart phone with the *Winegard-Connected* app.

To take advantage of advanced features and over-the-air updates, please download the *Winegard-Connected* app from the Google Play or the App Store. Simply plug in the 48 VDC power cable to power on the interface box (IDU) and start enjoying the Winegard Trav'ler Pro.

1. The IDU will power on as soon as the 48 VDC power cord is plugged into the IDU. This will not raise the antenna.

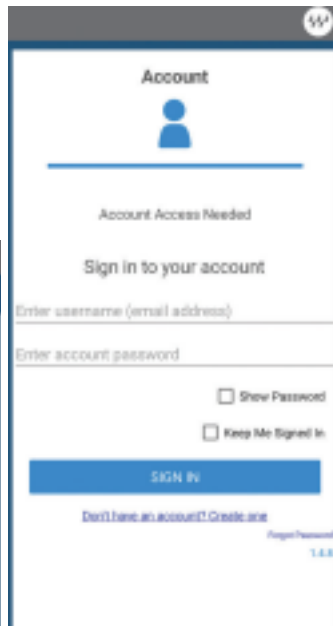
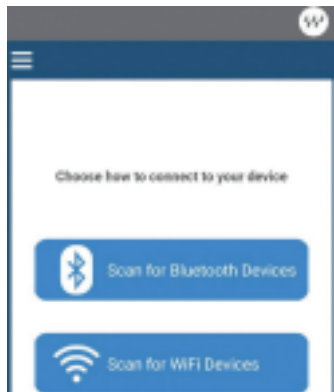
2. Upon power up, the IDU will display current hardware and software versions. If connected to an internet source (WiFi configuration requires the *Winegard Connected* app), the IDU will check to see if any updates are available to download.

NOTE: When downloading a software update make sure you

IDU front and back with serial number.

access the Settings Menu press and hold the Power button for five seconds until the Settings Menu options appear. Press Search to scroll up and Stow scroll down. An asterisk icon shows which menu item is currently selected. Press the Power button to confirm your selection. To exit a selected Power Mode, press and hold the Power button for five seconds and select the desired mode.

NOTE: Account creation is required to proceed. If you need to create an account press "Don't have an account? Create one" under "SIGN IN" and complete the prompted fields. Once submitted you will receive a confirmation link sent via email. If the email is not in your box be sure to check your spam/junk folder. Once the link has been confirmed you can now sign into your account.

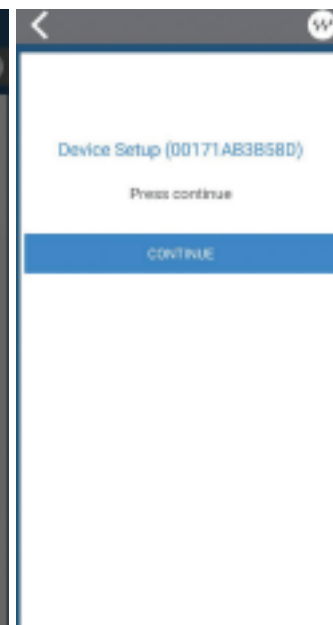
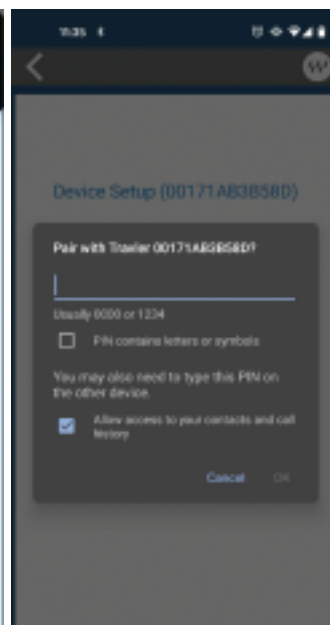


1. To pair your smart phone with the IDU, open the *Winegard-Connected* app and log in to your account. Keep me signed in check box will allow you to stay logged in for an extended period of time without having to enter your credentials. If you do not select keep me signed in check box you will have to enter your credentials daily.

2. Once logged in, select "ADD NEW DEVICE". You can either scan the QR code with the integrated scanner or "CONTINUE WITHOUT SCANNING" to search for devices via Bluetooth®. If scanning with a QR code, proceed to step 4.

3. Scanning for Bluetooth devices provides a list of available devices. Select the IDU to initiate the pairing process. If multiple devices are found, confirm the serial number listed on the side of the IDU (next to the QR code) and select the matching serial number in the app.

1



4. Once the pairing request has been started, the app will show "Waiting for connection to establish...". When established, you will receive pairing requests on your smart phone (the pairing process will vary per smart phone and operating system.) Press "PAIR &

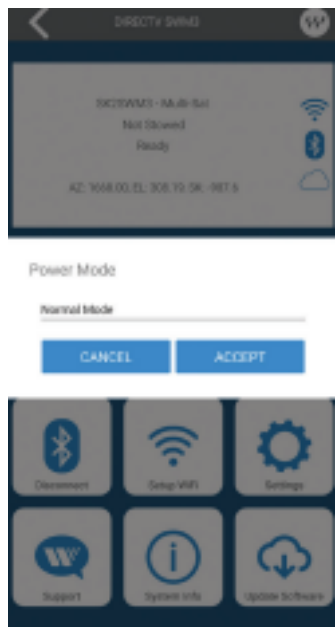
CONNECT" and proceed to step 5.

5. After confirming the pairing request, you will be prompt

to enter a PIN number. The IDU will display the PIN number needed to pair the devices.

6. If the pairing was successful you will receive a Device Setup screen with your serial number listed and the option to continue.

The Main Menu shows all the additional features of the *Winegard-Connected* app. The following pages will walk you through the available options.



Power Modes

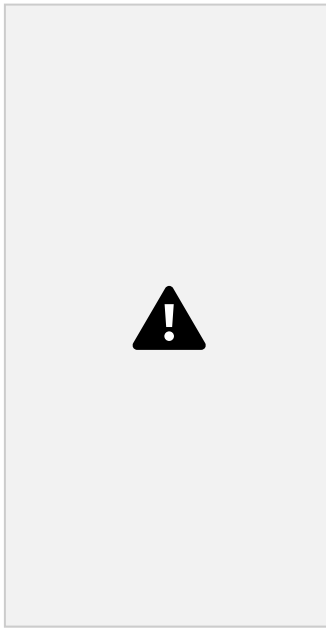
To access Power Modes through the *Winegard-Connected* app, press the Power Modes button. A pop-up will appear showing Normal Mode. Pressing the picker box (where it says "Normal Mode") will bring up a list of Power Modes similar to entering the Settings Menu on the IDU.

Settings Menu and select "Normal Mode".

Service Mode

Service Mode raises the Trav'ler Pro to max elevation, which allows the feed arm and reflector to be installed with no obstructions. Service Mode and the *Winegard-Connected* app provide advanced serviceability features, such as raising or lowering the antenna so you can service the antenna at your preferred height. "Enter Service Mode" locks out the Search and Stow buttons so that accidental button presses will not move the antenna during service. To exit Service Mode, enter the Settings Menu and select "Normal Mode".

Modes



– Search Mode

To initiate a search from the *Winegard-Connected* app, press the Search button. You will have the option of running a normal search, a GPS-assisted search, or a search from the location of the last acquired signal.

- A normal search routine will be very similar to the original Trav'ler. It will HOME prior to initiating a full scan of the sky.
- GPS-assisted search will use coordinates provided from your cellular phone which will enhance the search routine and reduce the time to acquire satellite signal.
- A Last Acquired Location

Low Power Mode

The Trav'ler Pro can be placed in Low Power Mode to consume the least amount of power while camping. Once the Trav'ler Pro has acquired a satellite signal, enter the Settings Menu and select "Low Power Mode". This will disable the Search and Stow buttons, mobile app communications, and remove power from the ODU, Bluetooth and WiFi Radios.

Travel Mode (Recommended prior to traveling)

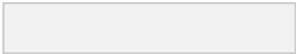
The Trav'ler Pro is not meant for use while in-motion. To ensure an accidental button press does not raise the Trav'ler Pro, you can enter Travel Mode through the Settings Menu. This will automatically stow the antenna and lock out the front panel Search and Stow buttons as well as requests sent from the *Winegard-Connected* app. To exit Travel Mode enter the



– Stow Mode

To initiate a stow request through the *Winegard Connected* app, press the Stow button. Confirm the Stow function by pressing STOW again, otherwise press CANCEL to go back to the main screen.

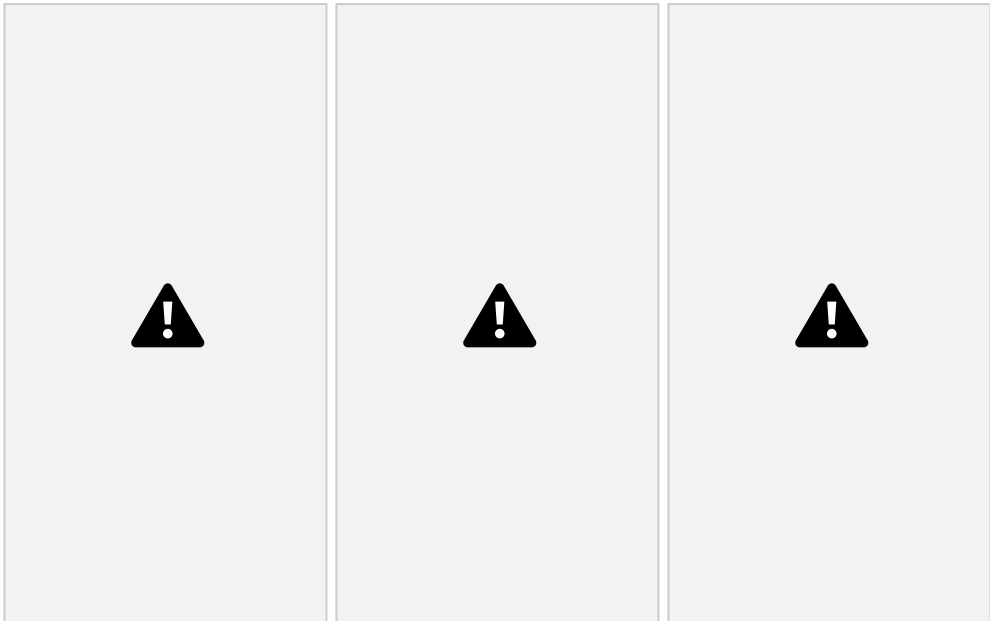
search will HOME the unit, after which it will proceed to the last known location of an acquired signal. If no signal is found, a new search will be initiated.



- 1. Normal Search: GPS - OFF Moved - ON
- 2. GPS: GPS -ON Moved - ON
- 3. Last Acquired: GPS - ON Moved - OFF

– Setting Up WiFi

Setting up a WiFi connection can be completed through the *Winegard-Connected* app. Press the Setup WiFi button to start the WiFi Setup Wizard. Selecting "Next" (green arrow, lower right corner) will initiate a scan for available WiFi networks. Select the desired network and enter the network password. After entering the password, the *Winegard-Connected* App will attempt to connect to the desired network. If the connection was successful, the next step will check internet connection and access to the cloud. When complete, press "NEXT" to return to the home screen. If WiFi was properly configured, you will now have a WiFi and cloud icon on the message portion in the Trav'ler Pro Main Menu (*Winegard-Connected* app) and on the IDU display.



Network Enter Password

Quick Setup Select



– Disconnect and Reconnect to IDU

If you are having any issues with pairing, start with resetting the IDU. Press and hold the Reset button on the back of the IDU for three seconds. This soft reset will clear out Bluetooth® pairings. To perform a factory reset, press and hold the Reset button on the back of the IDU for approximately 10 seconds. A countdown timer will start with an audible chirp. The chirp will progressively get faster until the timer hits zero. At this point, the IDU will reboot clearing out the WiFi and Bluetooth connections.

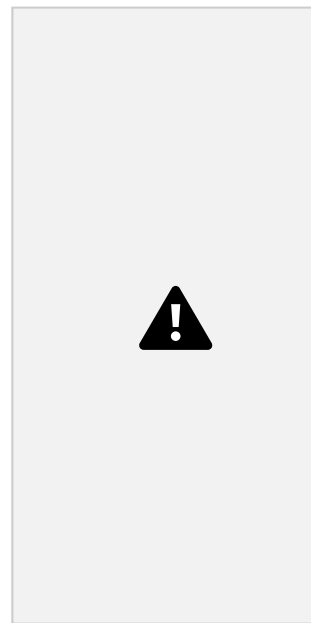
If you are having issues communicating with the IDU, you can force a disconnect by pressing the Disconnect button in *Winegard-Connected* app on the Trav'ler Pro Main Menu. Once disconnected, you will be routed to the Device Selection page. Select your pairing device. Since you have already connected to the device in the past, you should not have to enter a PIN unless you performed a reset after disconnecting.

– Settings

Antenna Type

The Antenna Type function allows you to select what type of satellite antenna you have. It also lets you change service providers. For troubleshooting purposes, if you receive a "No Antenna Comms" or "System Needs Configured" error code, you may be able to resolve the error code by pressing the Antenna Type pencil in the Settings tab and selecting the correct antenna type.

NOTE: Changing service providers in the app also requires the conversion of the Trav'ler Pro antenna (reflector, LNB, and feed arm) in order to acquire the new service's satellite signal.



WARNING: You can not convert to

Shaw, but you can convert from Shaw to DIRECTV, DISH, or Bell.
Antenna Type Select Antenna Type



Disconnect



– Settings cont.

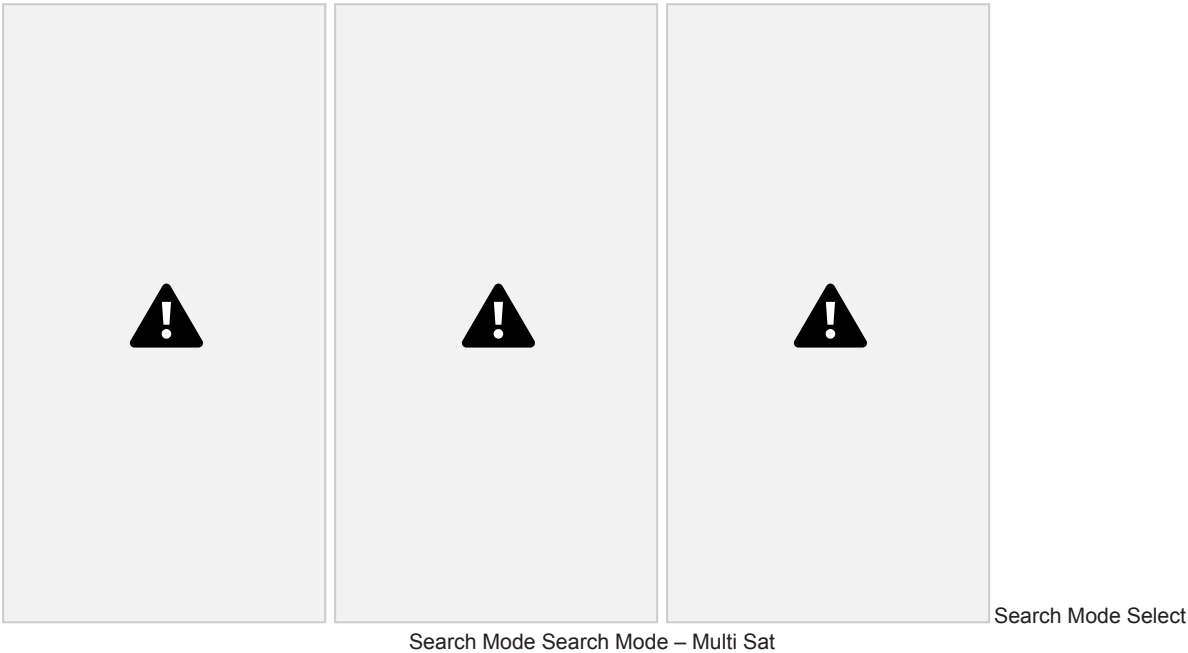
Search Mode

Search Mode gives you the option to search in Multi-Satellite Mode or Manual Mode (single satellite). Multi-Satellite Mode allows you to search for more than one satellite (provider specific).

Manual

Mode allows you to search for a single satellite. To change modes, press the pencil icon to the right of Search Mode. Within the sub-menu, pick a search mode prior to selecting your targeted satellites.

NOTE: Targeted satellites have to be from the same provider as the installed reflector and LNB.



– Settings cont.

Raise Antenna

To change the elevation of the antenna without entering Service Mode, select "RAISE" under Raise Antenna. There are three pre-set angles you can raise the antenna to: 13 degrees, 45 degrees, and 70 degrees. Once the desired angle is set, press the Raise button to raise the antenna. When done

with the raise feature, pressing "STOW" on the IDU or the *Winegard-Connected* app will lower the antenna to the stowed position.



Adjust Antenna

The Adjust Antenna feature allows you to manually move the antenna to a specified angle in order to peak in the satellite signal.

This is done in the Adjust Antenna screen. Select a movement increment of 0.1, 0.5, 1, 5, or 10 degrees. You will then be able to adjust the azimuth, elevation, and skew angles. If you move too far and cannot locate the signal, you can return to the original starting position by pressing go back to the original position

WARNING: If the manual motor movement is below the safe angle, some motor movement commands will be ignored until the unit is raised above the safe angle (13 degrees or greater).



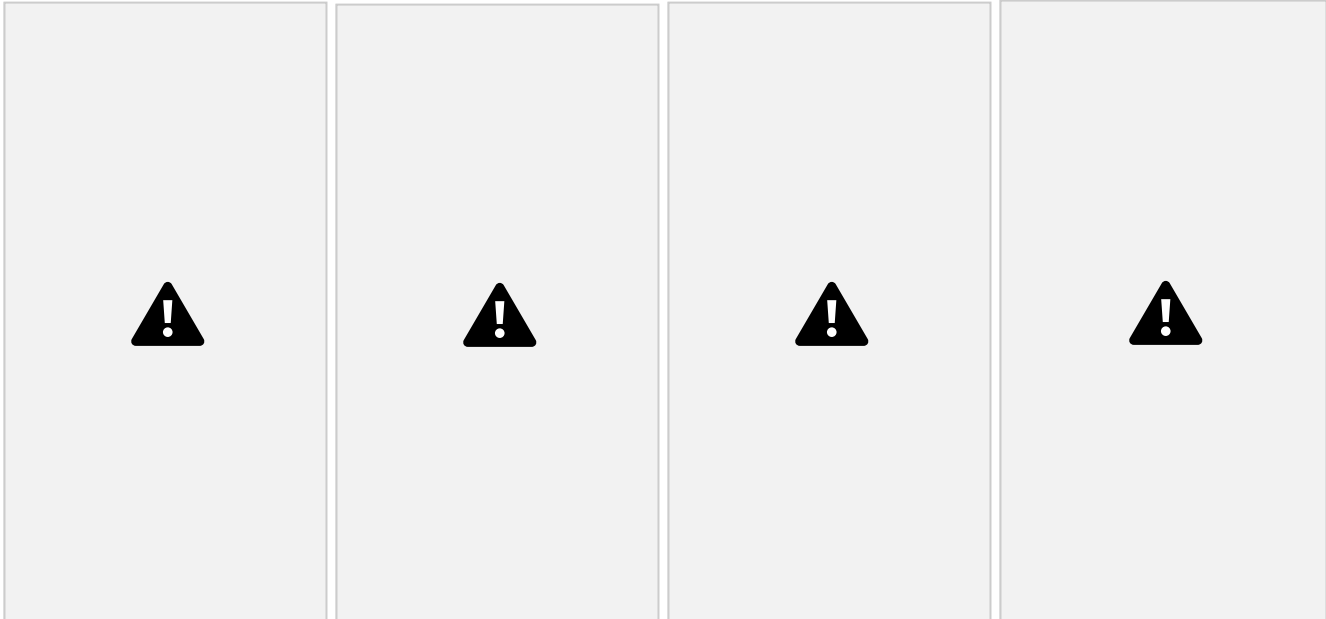
– Settings cont.

WiFi Network

If you have not configured your WiFi network you can scan for networks by pressing "SCAN". This will scan for all available WiFi networks. Select the desired network and enter the network password. After entering the password, the *Winegard-Connected* app will attempt to connect to the desired network. If the connection was successful, the next step will check the internet connection and access to the cloud. When complete, press "NEXT" to return to the home screen. If WiFi was properly configured, you will now have a WiFi and cloud icon on the message portion in the Trav'ler Pro Main menu (*Winegard-Connected* app) and on the IDU display.

EL Calibration

Performing an EL Calibration should only be done when receiving an EL Home Failure error code. It should not be used for any other error code.



To perform the EL Calibration, press "GO" next to Calibrate Elevation in the Settings page. This will initiate the calibration of the elevation.

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During calibration the antenna should raise to the backstop position. If the antenna is at the backstop, press "YES" to proceed with the calibration. This will confirm the calibration and reboot the IDU. Once rebooted, wait until the IDU is in the ready state to proceed with a Search or Stow. If the antenna is not at the backstop position, press "NO". A message will pop up that asks you to make sure the unit can be stowed. If

any issues arise please contact Winegard Support. To return to the settings page and exit the message press "CONTINUE". If you need to travel and are unable to lower the antenna through the app or by initiating a stow, follow the Emergency Manual Stow instructions listed on page 10.

– Support

Download the manual through the *Winegard-Connected* App. The app will prompt you to select a product. Once selected, press "GET MANUAL" to start the download process.

Submit Help Request

Help requests are available to submit in the *Winegard-Connected* app. Fill in the fields and submit a request. It will be sent to help@winegard.com.

Both the customer support phone number and email address are listed under the Support tab.

– System Information

The System Information option provides specific details about your Trav'ler Pro antenna, including its hardware version, software version, WiFi MAC address, SSID, and Bluetooth® MAC address.

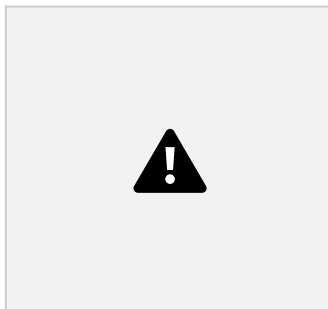
To exit, scroll through the information screens until Exit Info is shown, then press and hold "Power". The same information is available in the *Winegard Connected* app and can be accessed through the System Info tab in the Trav'ler Pro Main Menu.

– Update Software

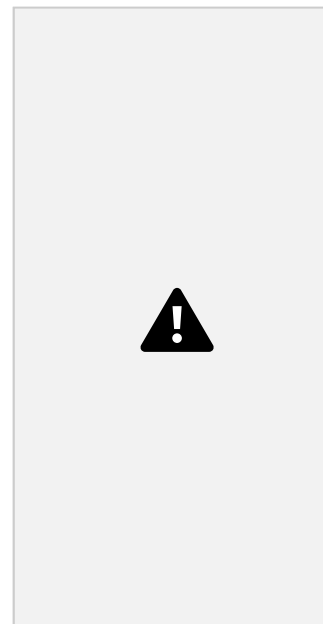
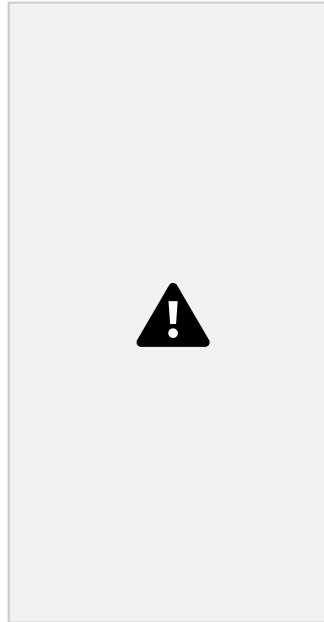
Software updates require a reliable internet source and connection. Having a weak connection may create issues with the software download. When a software update is available, there will be an exclamation mark within the cloud icon on the IDU display. In the *Winegard-Connected* app there will also be a red circle with an exclamation mark within the messaging portion of the Trav'ler Pro Main Menu indicating a software update is available.

WARNING: It is highly recommended that the unit is stowed before performing any updates.

NOTE: When first setting up the Winegard Trav'ler Pro, it is recommended to connect to an internet source and check for software updates.



System Info



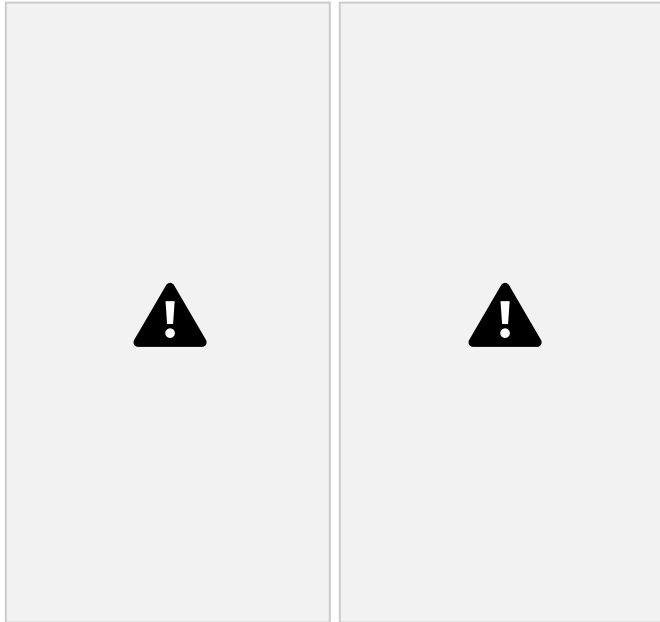
To start the software update wizard press the Update Software button. This will check to see what software you currently have installed as well as what updates are available for your system. If both IDU and ODU updates are available, it is recommended to update the IDU, then proceed to the ODU update.

Once a download option has been selected, press "CONTINUE" to download the update. Do not power off your system while downloading the update.

Once completed, the IDU will swap the new image

and reboot. During this time the app will wait for the IDU to reboot. After rebooting, the app will automatically reconnect to the IDU via Bluetooth. The ODU update is a similar process, however, when the ODU update is complete the ODU will reboot. The IDU remains powered on and connected via Bluetooth waiting for the ODU to reboot. Once rebooted, pressing "DONE" will take you back to the Trav'ler Pro Main Menu.

Main Menu with Update Update Warning



Update Check

Update Complete

– Miscellaneous

Emergency Power Off

The antenna comes with an emergency power off feature. If you need to stop the Trav'ler Pro antenna at any time during a Search or Stow sequence, press "Search", or "Stow" again (i.e. repeat the same command) to stop the antenna. The antenna will stop in its current position and power will be disconnected from the ODU. Once the antenna has stopped, the ODU will automatically reboot and wait for the next command. If the emergency power off feature is used, the antenna may not be in a safe position for travel. Do not move the vehicle until the unit is stowed.

In addition to the Emergency Power Off, you can also perform an Emergency Reset. To do this you need to press all three buttons (Power, Search, and Stow) at the same time. This will immediately cycle power to the IDU and force a restart. Once the IDU restarts, it will come to the ready state and wait for a request.

Emergency Manual Stow

If unable to stow the Trav'ler Pro antenna, it may be necessary to manually stow the antenna in order to travel. Emergency Manual Stow is meant to be used as a last resort and is not meant for common usage. To perform the Emergency Manual Stow, make sure the power to the IDU is disconnected. Once disconnected, proceed to the roof and remove the six Phillips screws and housing from the turret. Disconnect the motor assembly cable from the motor and three 9/64" Allen screws to remove the motor from the turret. To lower the antenna, use a 12mm 6-point socket on the elevation motor's square shaft and turn the shaft clockwise to lower the antenna.

Once lowered to the stow position, reconnect the motor assembly cable prior to reinstalling the motor. Once the assembly cable is connected, be sure the motor coupler is aligned with the shaft. After aligning the motor install the three 9/64" Allen screws (Torque – 25 in-lbs). Verify the seal of the gasket prior to aligning the plastic housing over the screw holes, and seat the housing on the gasket. Reinstall the six Phillips screws. Do not use a drill as you can strip the base.

NOTE: Before lowering the antenna be sure to antenna will stow towards the back of the vehicle. On the mount base, the transition plate is marked "FRONT" and "BACK." If the antenna is not in a position to stow towards the back of the vehicle, remove the AZ motor assembly cable from the top of the motor and rotate the antenna by hand until the antenna is aligned with "BACK" on the transition plate. Once aligned, reconnect the AZ motor assembly cable and lower the antenna.

Manage Devices

Managing devices can be done from the Device Selection/Add New Device page by pressing the Menu button (3 bars top left) and selecting Manage Devices under My Tools. The Manage Devices screen gives you the ability to register a new device, remove a device, and manage authorized users for devices.

To register a new device, press the green plus sign next to Register New Device at the bottom of the page. To remove a device, press the trash icon.

Add an authorized user by pressing the green plus sign next to the device. Then select "Add New User". At this point, you will be asked to enter the person's name, email address, and select if they are the owner or a guest. Owner access will not expire whereas if you want to give someone temporary access, set the owner field to "false" and set "expires on" to the desired date. The guest access is intended to be set up for anyone needing temporary access such as a dealer or mobile technician. The IDU has the ability to pair five devices to it.

WINEGARD MOBILE PRODUCTS LIMITED WARRANTY (2 YEARS PARTS; 1 YEAR LABOR)

Winegard Company warrants this product against defects in materials or workmanship for a period of two (2) years from the date of original purchase. During year one (1) of such warranty, Winegard Company will also pay authorized labor costs to an authorized Winegard dealer to repair or replace defective products. No warranty claim will be honored unless at the time the claim is made, Customer presents proof of purchase to an authorized Winegard dealer (to locate the nearest authorized Winegard dealer, contact Winegard Company, 3000 Kirkwood Street, Burlington, Iowa 52601, Telephone 800-288-8094 or visit www.winegard.com). Customer must provide proof of purchase with a dated sales receipt for the Winegard product to verify the product is under warranty. If the date of purchase cannot be verified, the warranty period shall be considered to begin thirty (30) days after the date of manufacture.

If a defect in material or workmanship is discovered, Customer may take the product to an authorized Winegard dealer for service. Customer must provide proof of purchase to verify the product is under warranty. If the product is brought to an authorized Winegard dealer for service prior to expiration of year one (1) of the warranty period and a defect in material or workmanship is verified by Winegard Technical Services, Winegard Company will cover the Winegard dealer's labor charges for warranty service. The Winegard dealer must contact Winegard Technical Services in advance for pre-approval of the service. Approval of the service is at the sole discretion of Winegard Company.

Alternatively, Customer may ship the product prepaid to Winegard Technical Services (located at 2736 Mt. Pleasant Street, Burlington, Iowa 52601, Telephone 800-788-4417). Customer must return the product along with a brief description of the problem and provide Winegard Technical Services with Customer's name, address, and phone number. Customer must also provide proof of purchase to verify the product is under warranty. If the product is returned before the expiration of the warranty period, Winegard Company will (at its option) either repair or replace the product.

This Limited Warranty does not apply if the product has been damaged, deteriorates, malfunctions or fails from: improper installation, misuse, abuse, neglect, accident, tampering, modification of the product as originally manufactured by Winegard in any manner whatsoever, removing or defacing any serial number, usage not in accordance with product instructions or acts of nature such as damage caused by wind, lightning, ice or corrosive environments such as salt spray and acid rain. This Limited Warranty also does not apply if the product becomes unable to perform its intended function in any way as a result of the television signal provider making any changes in technology or service. RETURN AUTHORIZATION POLICY

A Return Material Authorization (RMA) is required prior to returning any product to Winegard Company or Winegard Warranty Services under this warranty policy. Please call our Technical Services Department at 800-788-4417 or send an e-mail to warranty@winegard.com to obtain the RMA number. Please furnish the date of purchase when requesting an RMA number. Enclose the product in a prepaid package and write the RMA number in large, clear letters on the outside of the package. To avoid confusion or misunderstanding, a shipment(s) without an RMA number(s) or an unauthorized return(s) will be refused and returned to Customer freight collect.

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This warranty gives Customer specific legal rights. Customer may also have other rights that may vary from state to state.

SATELLITE RECEIVER WARRANTY
See manufacturer's limited warranty policy.

WS-MOBWARREV3



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Follow proper safety practices. If in doubt, consult a professional RV technician.