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Winegard Carryout Antenna Troubleshooter

Start



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Select the symptom listed below that best correlates to your issue

No Movement

No Signal Lock

No Signal-Secondary Port

Power Inserter Lights Not Lit



No Movement

Begin by verifying all four lights are lit on the power inserter. If the PWR, VIN, or RCVR lights are not lit restart this troubleshooter and select the Power Inserter Lights Not Lit button.

If the ANT light is not lit click the ANT Light button.

If all four lights are lit click the Continue button.



ANT Light

Continue

Restart



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No Movement

1. In order for the antenna to move when powered on power has to reach the antenna. Common issues that cause power not to reach the antenna are low quality or failed coax cable, coax lengths beyond 50', and connecting the coax cable through coach wiring.

2. For troubleshooting purposes it is necessary to use the factory provided 25' coax cable. Connect the coax directly from the antenna to the ANT port on the power inserter. The cable should not be running through coach wiring. Once you have hooked up the antenna as described power it on.

Does the antenna move to search for signal?

Yes

No

Restart



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No Movement

1. If the antenna starts moving with it hooked up as previously described the system is functioning as designed. You can try running through coach wiring again but if the antenna does not move then the coach wiring is not allowing proper power to reach the antenna. An RV dealer or coach manufacturer would be able to provide assistance with resolving coach wiring issues.

2. You can also try using the cable you were originally using, but with the coach wiring bypassed. If the antenna does not move with the coax hooked up that way then that cable is not allowing sufficient power to reach the antenna, you would need a new coax cable. The Carryout G3 can use a maximum of 50' of solid copper core RG6 coax cable. The Carryout G2+ can use a maximum of 50' of Quad Shield RG6 coax cable. Using lower rated cable or lengths beyond 50' will not provide proper power to the antenna.

Restart

No Movement

ANT light not lit on power inserter or antenna not moving with the factory coax cable in use and the coach wiring bypassed remove the dome cover from the antenna and check for the light shown in the pictures to the right.



Is this light lit?

Yes

No

Restart



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No Movement

If the light is lit it indicates the antenna is receiving power and communicating with the power inserter. If the antenna does not move with this light lit there is a failure in the antenna and needs repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com.

Restart

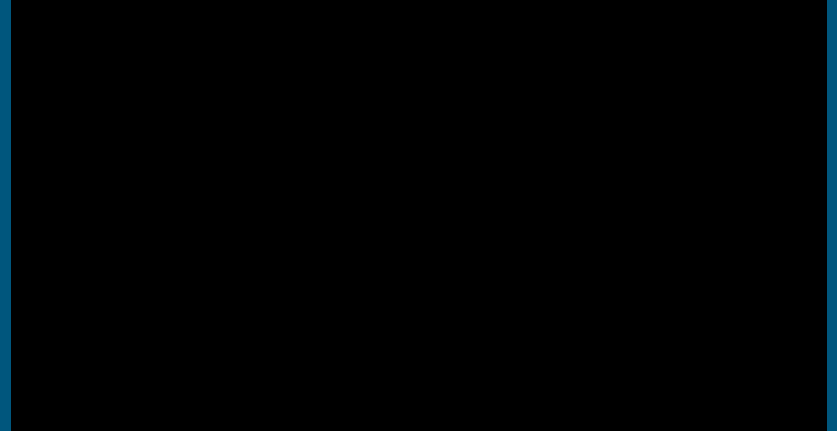


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No Movement

If the light is not lit a voltage test needs to be done to ensure the power inserter is supplying the minimum required voltage for the antenna to operate. The video to the right will show you how to test for voltage. There should be a minimum of 9vdc out of the power inserter and on the end of the coax cable at the antenna.

If the power inserter is not putting out the minimum voltage it has failed and needs replaced. Please contact Winegard Customer Support via phone or email help@winegard.com.



Restart



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No Signal Lock

1. Antenna placement for optimal line of sight is of the utmost importance for obtaining a signal lock. The antenna needs to be able to see the satellites as it searches, and blockage, such as trees, buildings, or power lines will cause interference when the antenna tries to find signal.

2. DISH and DirecTV satellites are located between southern Texas and southern California, if you have anything blocking the view in that direction you will want to reposition the antenna to get a signal lock.

3. A general rule of thumb for overcoming signal blockage is you need to be twice as far away from an object as it is tall in order to get over it. For example, if you have a 30 foot tree in the direction of the signal, you need to be 60 feet away from the tree in order to get over the tree.

4. If you are unsure if you have something blocking the view of the satellites you can download the Winegard TV signal finder app for iOS and Android devices. Click the Next button to proceed.

Next

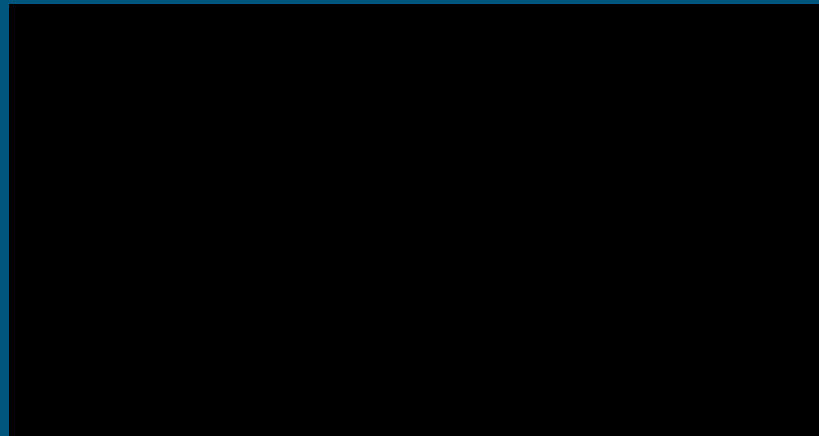
Restart



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No Signal Lock

The Winegard TV signal finder app will utilize your phones camera to give you a real time view of the satellites in the sky. This will help determine any potential blockage and help with best placement of the antenna. In order to get an accurate reading of the line of sight, you must be at the antennas height when using the app. See the video to the right for assistance with using the app.



Once you have the antenna placed for optimal line of sight click the Next button to proceed.

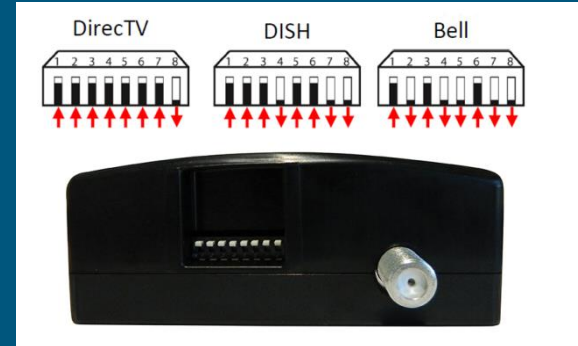
Next

Restart

No Signal Lock

1. For troubleshooting purposes we recommend using the factory provided 25' coax cable, connect it directly from the antenna to the ANT port on the power inserter, bypassing any coach wiring. If you have to use longer coax cable in order to place the antenna to get a clear line of sight you can use a maximum of 50' of Quad Shield RG6 coax for the Carryout G2+, or 50' Solid Copper Core RG6 coax for the Carryout G3.

2. Connect the receiver to the RCVR port on the power inserter, and set the dip switches for your provider based on the diagram below. Then click the Next button to proceed.



Next

Restart



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No Signal Lock

1. With the antenna hooked up and the dip switches set correctly power the system and allow it to search. A typical search routine takes approximately 3-7 minutes to lock on signal. Allow the antenna to search for signal, monitoring signal strength through your receiver. If the antenna completes its search and signal is displayed on the receiver, proceed with the receiver setup process as outlined in the manual.

2. If the antenna searches for over 10 minutes and stops then it could not locate the signal. Reposition the antenna and try searching again.

If the antenna searched for approximately 3-7 minutes and no signal is displayed on the receiver, disconnect the receiver from the power inserter. Using another coax cable, connect the receiver to the secondary port on the antenna.

Is signal displayed through the secondary port?

Yes

No

Restart



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No Signal Lock

If signal is received when connected to the secondary port of the antenna but not the power inserter try replacing the coax cable between the antenna and power inserter, and power inserter and receiver. If you are still not able to get signal please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for additional assistance.

Restart



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No Signal Lock

If you are not able to get signal when connected to the secondary port but the antenna has searched for 3-7 minutes there could be an issue with the receiver. We recommend trying a different receiver.

For additional assistance please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com.

Restart



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No Signal-Secondary Port

If no signal strength is displayed on the receiver when connected to the secondary port but the main receiver has signal replace the cable connecting the secondary receiver to the antenna, bypassing any coach wiring.

If you continue to experience issues please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com.

Restart

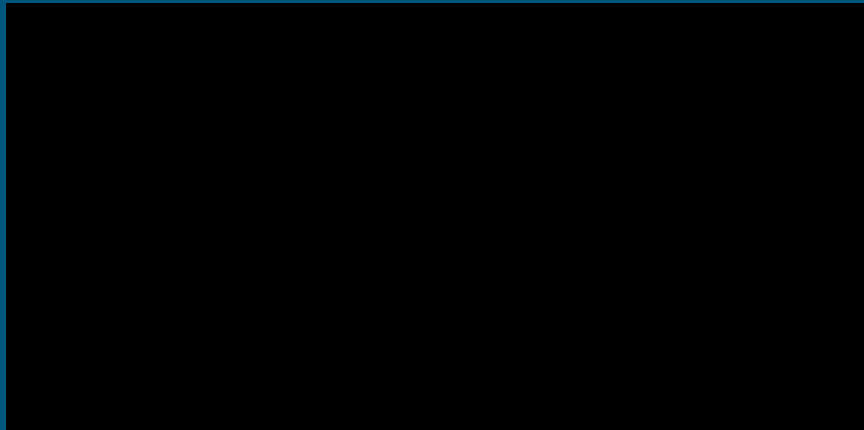


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Power Inserter Lights

The power inserter lights can be a useful tool in determining why your Carryout antenna may not be working properly. The video to the right will explain the different power inserter lights meaning, and how to troubleshoot each individual light.

Please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for assistance with parts replacements or repair options.



Restart



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