



WINEGARD®

Winegard Playmaker/Pathway Antenna Troubleshooting

Start



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Select the symptom listed below that bests correlates to your issue

No Movement

No Signal Lock

Noise Issues

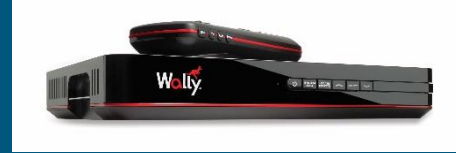
No Signal on Secondary Receiver

Movement When Powered Off



No Movement

A compatible receiver is required for the Playmaker or Pathway antenna to work. Compatible receivers include the Wally and VIP211 series. Are you using a compatible receiver?



Yes

No

Restart



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No Movement

A compatible receiver is required to operate a Playmaker or Pathway antenna system. You will need to get a compatible receiver in order to use the antenna. You can order a Wally receiver on our website using the link below.

[Wally Receiver](#)

Restart



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No Movement

1. Troubleshooting a NO MOVEMENT issue requires the use of the factory provided 25' coax cable. If necessary reposition the antenna so you can run the 25' coax cable directly from the receiver to the antenna. The coax cables should not be running through coach wiring.

2. At this point we are only trying to get the antenna to move to search for signal, while obtaining signal is the main goal of a satellite antenna, if it does not move, the position of the antenna in terms of being able to obtain signal is not important.

Power on the receiver, does it ask you to select your state and scan?

Yes

No

Restart



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No Movement

1. Proceed with setting your state, and mode(if available), and select scan. The antenna should begin its search routine. This is visible with the Pathway x2. For the Playmaker or Pathway x1 antenna if you cannot hear it move, place your hand on the dome itself to feel for vibration. If the antenna is moving, where it was not before, then the problem would have been either the coax cable or coach wiring, if you were running the cable through it.

2. If you require longer than the factory provided 25' coax cable we recommend purchasing our PIGM60L cable extender kit that includes a 50' coax cable. This kit will allow for longer coax runs, and may also overcome power loss through coach wiring. To order please call Winegard Customer Support at 800-288-8094.

If the antenna still does not move click the Next button below to proceed.

Next

Restart



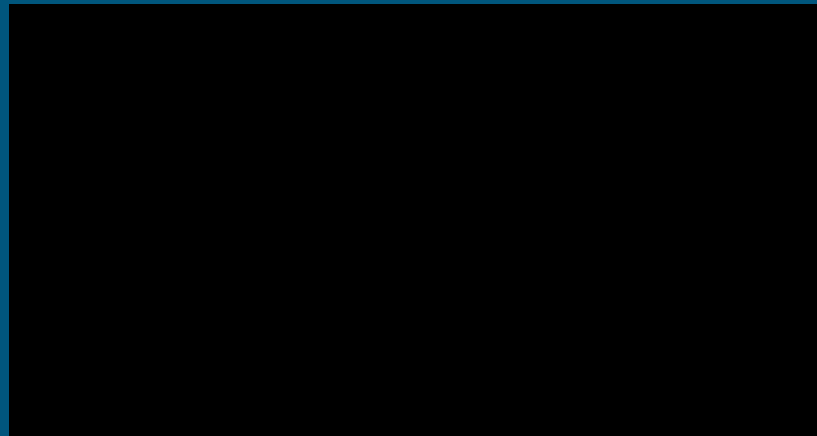
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No Movement

If the antenna still does not move to locate signal, or you did not get the screen asking to select your state and scan, a voltage will be required to determine if the antenna is receiving sufficient power from the receiver so it can operate properly.

See the video to the right to see how to check voltage.

Is there at least 12vdc power reaching the antenna on the end of the coax cable?



Yes

No

Restart



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No Movement

Is there at least 12vdc power out of the receiver?

Yes

No

Restart



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No Movement

1. If there is not at least 12vdc power out of the receiver, then the receiver is defective and needs replaced.

If your receiver was purchased from DISH you would need to contact DISH for any warranty assistance.

2. If you purchased the receiver as part of a Playmaker or Pathway bundle package with the receiver included in the box with the antenna, or purchased the receiver directly from Winegard, the receiver has a 1 year warranty through Winegard. Please contact Winegard Customer Support at 800-288-8094 or email help@winegard.com for warranty assistance.

Restart



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No Movement

If there is at least 12vdc power out of the receiver but not on the end of the coax cable, the coax cable needs replaced. You can purchase a replacement coax cable on our website using the link below.

[50' Solid Copper Coax Cable](#)

Restart



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No Movement

With at least 12vdc power reaching the antenna and it is not moving to search for signal or you do not get the screen that asks you to select your state and scan, there is a failure in the antenna. The antenna would need to be repaired or replaced.

Please contact Winegard Customer Support at 800-288-8094 or email help@winegard.com for additional assistance.

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 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

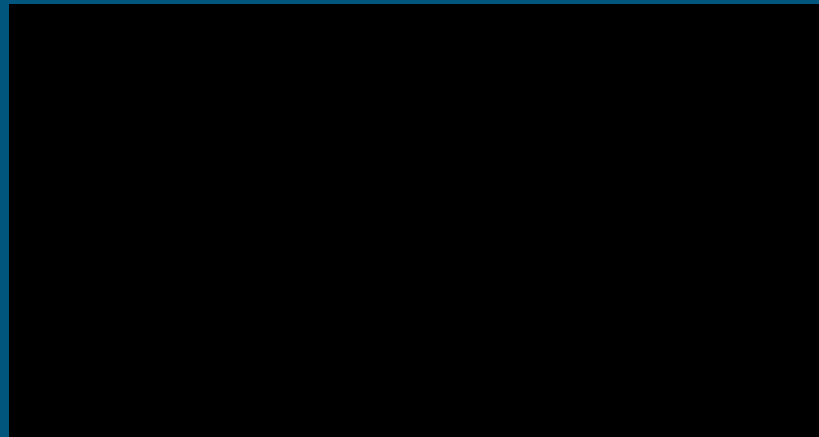
Restart



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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



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No Signal Lock

1. For troubleshooting purposes we recommend using the factory provided 25' coax cable, connect it directly from the antenna to the receiver, 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 RG6 coax cable. Higher quality coax cables are recommended for best performance. Solid copper core RG6, or Quad Shield RG6 will provide the best performance with longer coax runs.

2. Power your DISH receiver on, when it prompts you to select your state, mode(not available on all models), do so and select scan.

Click the Next button to proceed.

Next

Restart



No Signal Lock

1. The antenna will start moving to search for signal, and the receiver will display a check switch status progress screen. As the antenna locates satellites the progress will up to 2/3, then full. If the search process completes and you receive a messages indicating Not All Satellites found, the antenna could not see all the DISH satellites. You can continue by selecting View TV, and receive programming for the satellites the antenna did find, or reposition the antenna and scan again.

2. If the check switch status progress completes with a No Satellites Found message, the antenna did not find any satellites during the search. We recommend trying a different coax cable and searching again.

If you are still not able to get locked on to a satellite please contact Winegard Customer Support at 800-288-8094, or email help@winegard.com for additional assistance.

Restart

Noise Issues

1. When the system powers up to initiate the search routine it is normal to hear a brief ratcheting noise as the antenna determines its elevation, and rotational limits. If you are hearing a persistent or grinding noise, start by making sure you are using no more than 50' of RG6 coax cable, and the coax cable is not passing through any RV wiring. If your system is not wired as described here, please correct the wiring before proceeding.

2. Remove the dome cover using a T15 torx driver. Locate the light shown in the picture below.



Is this light a steady or is it flickering?

Steady

Flickering

Restart

Noise Issues

1. The flickering light indicates the antenna is not receiving sufficient power. If you are not using the factory provided coax cable connect it now. While you may require longer coax cable to obtain a signal lock, we need to determine the cause of the antenna not searching properly. The factory provided coax cable needs to be used for troubleshooting purposes.



With the factory provided coax cable is the light
steady or flickering?

Steady

Flickering

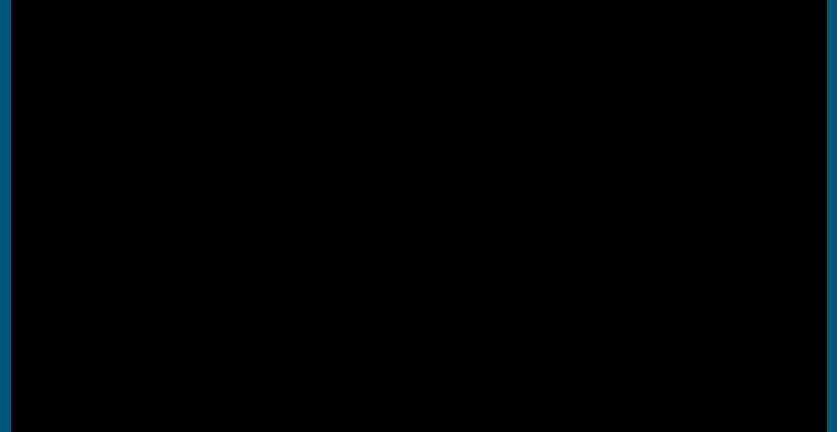
Restart



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Noise Issues

1. If the light still flickering with the factory provided coax cable, a voltage test will need to be done to determine whether the receiver is outputting sufficient voltage for the antenna to operate properly. See the video to the right for instructions on how to test voltage. A voltage reading of 12vdc is required for the antenna to operate, voltage will need to be tested on the end of the coax cable, and out of the receiver.



Is 12vdc power reaching the antenna on the coax cable?

Yes

No

Restart



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Noise Issues

1. If sufficient voltage is reaching the antenna but the light is still flickering please contact Winegard Customer Support at 800-288-8094, or email help@winegard.com.

Restart



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Noise Issues

1. If there is not 12vdc power reaching the antenna on the coax cable, but there is 12vdc power coming out of the receiver the coax cable will need to be replaced. If the receiver is not putting out 12vdc power then the receiver will need to be replaced. Winegard warranties DISH receivers that are sold as part of the Winegard bundle package with the receiver in the box with the antenna, or receivers purchased directly from Winegard for 1 year. Please contact Winegard Customer Support at 800-288-8094 or email help@winegard.com to facilitate the warranty.

2. For DISH receivers not purchased from Winegard or not sold as bundle with the antenna please contact DISH for any warranty on the receiver.

You can purchase a replacement receiver or coax cable on our website using the links below.

[Wally Receiver](#)

[50' Solid Copper Coax Cable](#)

Restart



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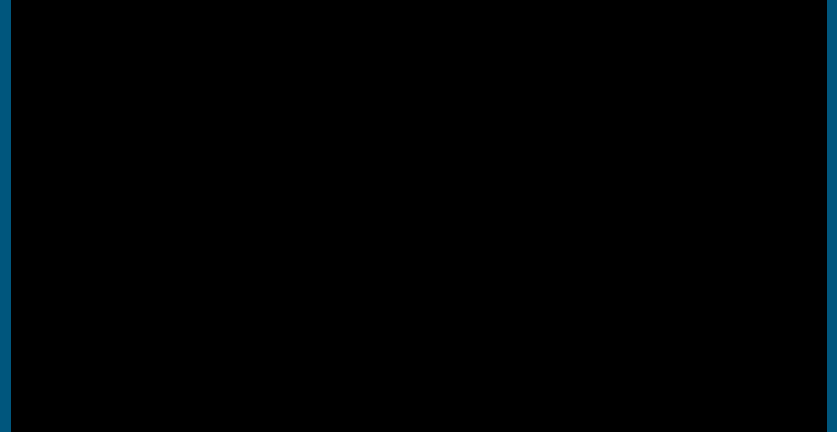
Noise Issues

1. A steady amber light indicates the antenna is getting sufficient power to operate properly. A possible cause of the persistent noise issue when the amber light is steady is the cable wrap being caught. The video to the right will show you how to try and free the cable wrap.

2. If these steps do not resolve the issue, please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for further assistance.

3. If you are able to get the equipment functioning properly, but require longer than the 25' coax cable you can purchase our power inserter/cable extender kit, which includes a 50' coax cable.

To order that please call Winegard Customer Support at 800-288-8094 and order a PIGM60L.



Restart



Secondary Receiver-No Signal

1. In order to receive signal through the secondary line the primary receiver has to be hooked up and locked on signal. With the primary setup and watching TV, connect the secondary receiver to the secondary port on the antenna, bypassing any coach wiring.

2. Power on the secondary receiver, allow it to go through the power up phase, if it loads to a screen indicating Check Switch Status Progress, allow that to complete, if successful, the receiver will start acquiring signal, and either end with programming, or require activation.

Does this process end up with programming, or request activation?

Yes

No

Restart

Secondary Receiver-No Signal

1. Press the Home button your DISH remote, select the settings icon, then select the diagnostics icon. Now press 3 for the DISH diagnostics screen. A properly configured receiver will have nothing listed in the switch field, and a single satellite under switch status. The satellite listed will vary based on the satellite the main receiver was looking at when the test installation was last completed.

2. If the switch field on your receiver has something listed besides none, or there are multiple satellites listed under switch status the receiver needs cleared.

Disconnect the coax cable from the back of the receiver, and select Test Installation on the screen. Click the Next button to proceed.



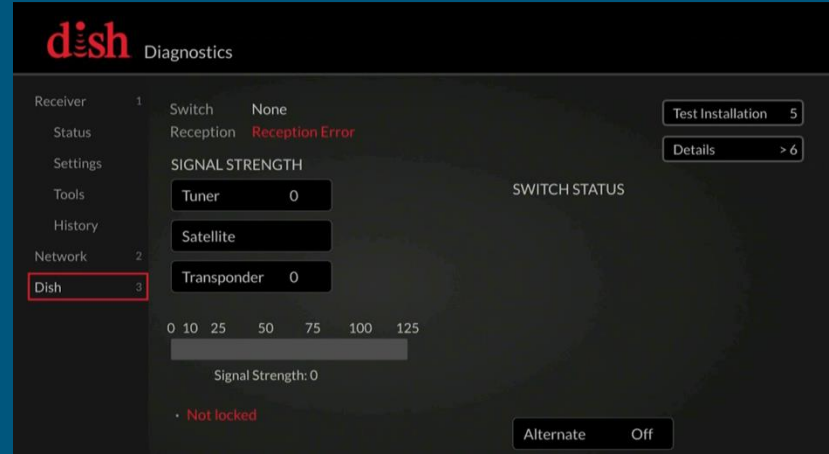
Next

Restart

Secondary Receiver-No Signal

1. Allow the Check Switch Status Progress to complete, you may receive a message indicating fewer satellites were found than previously detected, that is normal, select save when prompted.
2. Once complete there should not be anything listed in the switch field, or the switch status. Reconnect the coax cable to the back of the receiver, and select Test Installation again.

Click the Next button to proceed.



Next

Restart

Secondary Receiver-No Signal

1. Allow the Check Switch Status Progress to complete, once it does your screen should look similar to what is displayed to the right.

Does your screen show a satellite in the switch status?



Yes

No

Restart

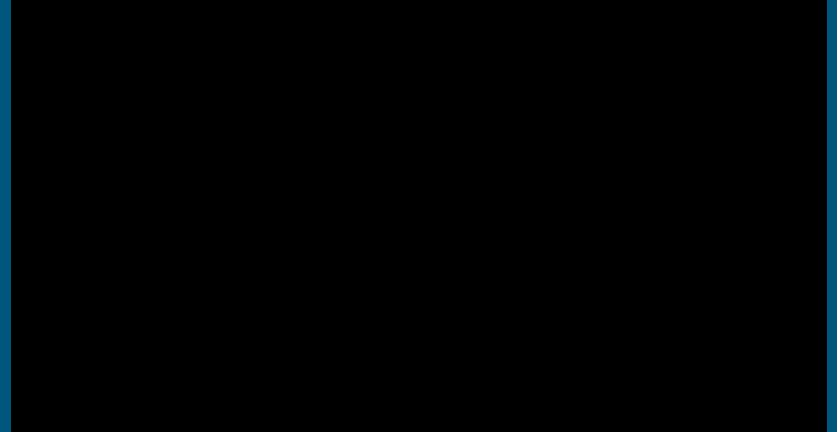


Secondary Receiver-No Signal

1. If you do not have anything listed in the Switch Status fields we recommend replacing the coax cable and running the test again.

2. If you are still not able to get a satellite downloaded into the Switch Status, a voltage test would need to be done to verify the receiver is providing voltage to the antenna. See the video on the right for how to check voltage.

3. If proper voltage is reaching the antenna on the coax line and you are still unable to download a satellite into the Switch Status, please contact Winegard Customer Support at 800-288-8094 or email help@winegard.com.



Restart



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Secondary Receiver-No Signal

1. If the receiver is requesting activation, follow the onscreen instructions to activate the receiver.
2. With the receiver requesting activation the satellite antenna is operating as designed.
3. If you need further assistance please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.

Restart



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Secondary Receiver-No Signal

1. With a satellite downloaded in the Check Switch Status, back out of these screens until the receiver starts acquiring signal. Once complete you will either have programming, or the receiver will need to be activated/refreshed. Follow the onscreen instructions to activate or refresh your receiver.

2. If you need further assistance please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.

Restart



Movement When Powered Off

1. There are two reasons for the antenna to move when the receiver is either powered off or not in use. They are the receivers updated schedule, and the receivers sleep mode.

2. DISH receivers perform a guide update over night, typically between 2am-4am. This updated requires the antenna to toggle between the different satellites. This movement should be fairly brief. You can change the update schedule in the receiver menus, it is typically found either under the Power, or System Settings section of the menu.

3. DISH receivers automatically go to sleep anywhere from 2-4 hours of non-use. Non-use does not mean not watching TV, but rather no remote input. If your receiver does not receive input from the remote in 2-4 hours it will prompt for the sleep mode, and automatically enter sleep mode if the message is not responded too. When the receiver enters sleep mode it is no longer sending consistent power to the antenna, as these products are powered by the receiver, this can cause random movements of the antenna.

We recommend disabling the receivers sleep mode in the Power section of the receiver menus to prevent this from happening.

Restart



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