



WINEGARD®

Winegard Trav'ler Antenna Troubleshooter

Start



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Select the symptom listed below that best correlates to your issue

No LNB Voltage

No ANT Comm

Motor Stall

Power Issues

Signal Issues

EL Motor Home Failure



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No LNB Voltage

The most common cause of a NO LNB VOLTAGE error is a faulty cable between the LNB and the vertical C port on the top of the turret. Troubleshooting that cable varies based on Trav'ler model. Select your Trav'ler model below to steps on troubleshooting this issue.

DirecTV SWM3

DISH 1000

Shaw

Restart



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No LNB Voltage-SWM3

Determining if the cable is bad requires replacing the cable with a standard RG6 coax. You will need an RG6 coax cable, roughly 5' long and the following tools. A Phillips screw driver, a 7/16" 5/16", 3/8", and 11/32" wrenches.

To begin the antenna must be in the up position, power the interface box on, when the antenna raises up so the arm is at least parallel to the roof, see the picture to the right for reference. Press and hold power and select on the interface box to power the box off without stowing the antenna. Now it is time to get on the roof with the coax cable and tools.

Click the Next button to proceed.



Next

Restart



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No LNB Voltage-SWM3

Begin by removing the LNB. First loosen the screws on the LNB guard using the 3/8" wrench.

Remove the screws and nuts securing the LNB to the arm using the Phillips screw driver and 11/32" wrench.

Slide the LNB out of the arm, adjusting the LNB guard as necessary.

Remove the cable from the LNB using the 7/16 wrench.

Click the Next button to proceed .

Next

Restart



WINEGARD®

No LNB Voltage-SWM3

Using the 5/16" wrench remove the P-Clip that secures the cable to the elevation arm.

Remove the coax cable from the vertical C port on the turret using the 7/16" wrench.

Remove the cable from the arm.

Reverse these steps to install your RG6 coax cable through the arm, connecting the LNB to the vertical C port on the turret.

Click the Next button to proceed.

Next

Restart



WINEGARD®

No LNB Voltage-SWM3

Once you have ran the new cable, reinstalled the LNB, and the tightened the LNB guard back in place, power your system on.

Does the NO LNB VOLTAGE message go away?

Yes

No

Restart



WINEGARD®

No LNB Voltage-SWM3

With the NO LNB VOLTAGE persisting after replacing the cable the failure is in the turret and it will need to be repaired or replaced. Please contact Winegard Customer Support at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No LNB Voltage-SWM3

With the NO LNB VOLTAGE error gone, the original cable is bad and needs replaced. If your system is under the 2 year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If your system is over 2 years old you can purchase a factory cable on our website using the link below.

[DirectTV Trav'ler Sheath Cable](#)

Restart



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No LNB Voltage-DISH

Determining if the cable is faulty on a DISH Trav'ler is done by swapping the cable connections. With the antenna powered off, go on the roof with a 7/16" wrench and a Phillips screwdriver.

Swap the cables on the vertical A and C ports. If your cable set is a 2 cable set instead of 3 cable set, you will need to remove the LNB with the Phillips screw driver and swap the cables there as well. After swapping the cables power the system on.

Does the NO LNB VOLTAGE message go away?

Yes

No

Restart



WINEGARD®

No LNB Voltage-DISH

With the NO LNB VOLTAGE error gone, the original cable is bad and needs replaced. If your system is under the 2 year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If your system is over 2 years old you can purchase a factory cable on our website using the link below.

[DISH Trav'ler Triple Sheath Cable](#)

[DISH Trav'ler Dual Sheath Cable](#)

[Shaw Trav'ler Sheath Cable](#)

Restart



WINEGARD®

No LNB Voltage-DISH

With the NO LNB VOLTAGE persisting after swapping the cable the failure is in the turret and it will need to be repaired or replaced. Please contact Winegard Customer Support at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



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No LNB Voltage-Shaw

Determining if the cable is faulty on a ShawTrav'ler is done by swapping the cable connections. With the antenna powered off, go on the roof with a 7/16" wrench. Locate the vertical ports on the top of the turret.

The C port is the port that communicates with the LNB, swap the cables connecting to the A and C Port. After swapping the cables power the system on. If the error persists, try each cable on the C port to see if the error clears.

Are you able to clear the NO LNB VOLTAGE error by swapping the cables?

Yes

No

Restart



WINEGARD®

No Antenna Comm

A No Antenna Comm error indicates the interface box and turret are not communicating. Press and hold power and select on the interface box to power it off, then disconnect it from power. Locate the 6 wire data cable on the back of the interface box, disconnect and reconnect it. Do not reconnect the power cord at this time.

Click next to proceed.

Next

Restart



WINEGARD®

No ANT Comm

Now you will need to get on the roof with a 5/16" wrench, and an adjustable wrench. Locate the 4 screw plate where the cables enter the base of the antenna. Remove that plate using the 5/16" wrench. Locate the data cable connections under the plate, disconnect and reconnect it. You may need to loosen the gray nut on the outside with the adjustable wrench. After reconnecting the cable, replace the cover plate screws. Back in the coach reconnect the cable, and power the system back on

Does the No ANT Comm error go away?

Yes

No

Restart



WINEGARD®

No ANT Comm

With the NO ANT COMM error persisting after disconnecting and reconnecting both ends of the data cable, the failure is in the turret and it will need to be repaired or replaced. Please contact Winegard Customer Support at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No ANT Comm

With the No ANT Comm cleared you can use the system as normal. If you receive this error in the future, please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.

Restart



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Motor Stall

A motor stall error indicates a failure of the antennas motors to move, this can be caused by a physical obstruction, improperly routed cables, or a failure in the turret. If there are no physical obstructions impeding the antenna from moving, click the Next button for instructions on checking the cable routing.

Next

Restart



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Motor Stall

1. The sheath cable should not be pulled taught or pinched in the elevation arms. There should be 14" of cable from the P-Clip to the end of the cable where it connects to the upper ports on the turret. See the image to the right.

2. Verify the skew housing cable is not pinched in the elevation arms and that it is routed correctly, see the image to the right for the proper routing of the skew cable.

3. Power cycle the antenna to try and clear the error. If the error clears, or there are issues with the skew cable, or sheath cable, please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for further assistance.

Restart



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Power Issues

There are two different power issues you may experience with a Trav'ler system. Either the system doesn't power on at all when you hold the power button, or it will power on for a couple seconds then power off.

Which power issue are you experiencing?

Won't power on at all

Power on then power off

Restart

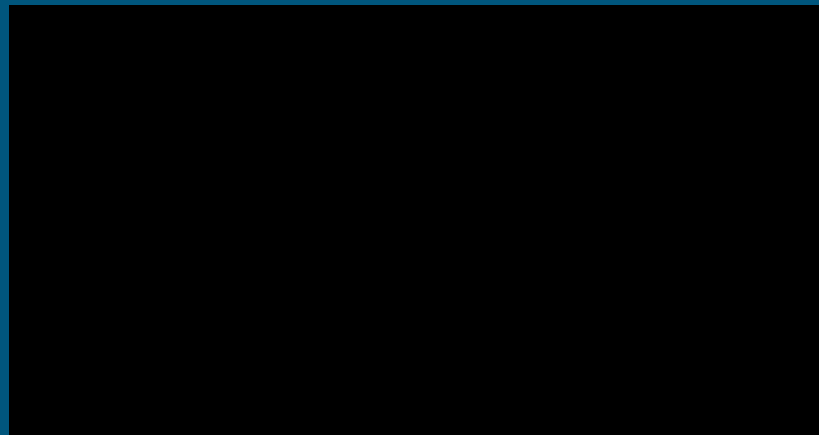


Power Issues-Won't Power ON

If the interface box does not power on at all it may not be getting power. Trace the power cable from the box, locate the power brick, make sure the power cord is connected to the power brick. Unplug the power cord from the wall outlet, or try a different outlet.

If the system still does not power on a voltage test would need to be done to verify the required 48vdc coming out of the power cable at the box. See the video to the right on how to check voltage.

If the required power is coming out of the power cord, then the interface box needs replaced, if it is not then the power cord needs replaced.



Click the Next button to proceed.

Restart

Next



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Power Issues-Power on then off

1. If the system powers on for a few seconds then powers off there is a short between the interface box and turret on the roof. With the interface box powered off, disconnect the 6 wire data cable from the back of the interface box, then power the interface box on. If it powers on to a No ANT Comm message, then the short is in the turret and it would need replaced. If the interface box still powers on and back off then there is an issue in the interface box and it would need replaced.

2. If your system is less than 2 years old, or the short is in the turret please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance. If it is older than 2 years and the issue is in the interface box, you can purchase a replacement interface box on our website using the link below.

Restart



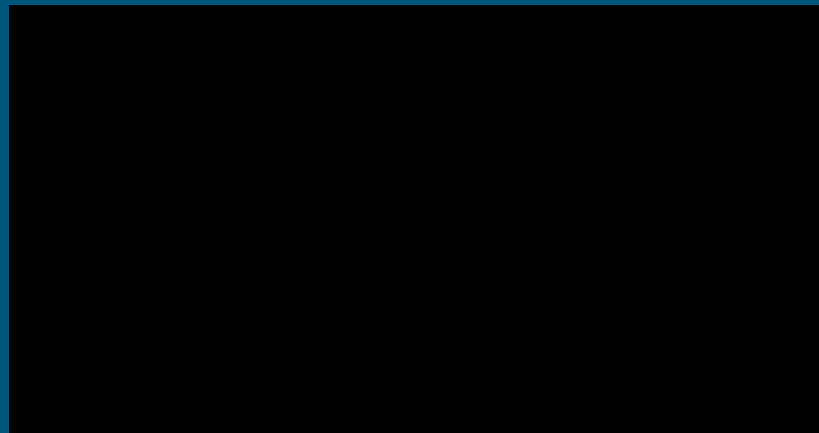
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Signal Issues

To begin troubleshooting signal related issues it is best to make sure there is nothing blocking the line of sight, a partial or complete blockage of the line of sight will cause antennas to not lock on signal, or if they do lock there may be signal degradation causing the receivers to not have signal. We recommend downloading the Winegard

TV Signal Finder app for iOS and Android devices. The video to the right is a walk through on how to use the app to determine you have a clear line of sight.

If your line of sight is obstructed you will need to reposition the coach to get a better line of sight. If your line of sight is clear click the Next button to proceed.



Next

Restart



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Signal Issues

Troubleshooting signal issues varies by Trav'ler model.

Please select your Trav'ler model to proceed.

DirecTV SWM3

DISH 1000

Shaw

Restart



WINEGARD®

Signal Issues-SWM3

Please select the signal issue you are experiencing.

Antenna Not Locking Onto Signal

No Signal To All Receivers

At Least 1 Receiver Has Signal, But Others Do Not

DirecTV 775 or Cannot Detect SWM Error

Restart



WINEGARD®

No Signal Lock-SWM3

Power on the antenna and allow it to search. During the search routine monitor the interface box display. Does it ever indicate peaking or identifying?

Yes

No

Restart



WINEGARD®

No Signal Lock-SWM3

1. With the interface box not indicating peaking or identifying the most likely cause is an issue with the cable connecting the LNB to the vertical C port on the turret. To determine if that cable is the issue, the cable would need to be replaced with a standard RG6 coax approximately 5' long. Power off the interface box while the antenna is searching by holding the power and select buttons at the same time. The interface box will power up while leaving the antenna in the up position.

2. With the antenna powered off you will need to get on the roof with the coax cable and the following tools:

- Phillips screw driver
- 7/16" wrench
- 5/16" wrench
- 3/8" wrench
- 11/32" wrench

Click the Next button to proceed.

Next

Restart



WINEGARD®

No Signal Lock-SWM3

Begin by removing the LNB. First loosen the screws on the LNB guard using the 3/8" wrench.

Remove the screws and nuts securing the LNB to the arm using the Phillips screw driver and 11/32" wrench.

Slid the LNB out of the arm, adjusting the LNB guard as necessary.

Remove the cable from the LNB using the 7/16" wrench.

Click the Next button to proceed .

Next

Restart



WINEGARD®

No Signal Lock-SWM3

Using the 5/16" wrench remove the P-Clip that secures the cable to the elevation arm.

Remove the coax cable from the vertical C port on the turret using the 7/16" wrench.

Remove the cable from the arm.

Reverse these steps to install your RG6 coax cable through the arm, connecting the LNB to the vertical C port on the turret.

Click the Next button to proceed.

Next

Restart



WINEGARD®

No Signal Lock-SWM3

Once you have ran the new cable, reinstalled the LNB,
and the tightened the LNB guard back in place, power
your system on.

Does the antenna lock on signal?

Yes

No

Restart



WINEGARD®

No Signal Lock-SWM3/DISH

With the cable replaced with a standard RG6 coax and the antenna still not locking onto signal the feed arm and reflector needs to be examined. Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation that may cause signal lock issues. You will need to email pictures to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Next

Restart



WINEGARD®

Signal Issues-SWM3/DISH



Restart



WINEGARD®

No Signal Lock-SWM3

With the antenna locking onto signal after replacing the cable, the original cable is bad and needs replaced. If your system is under the 2 year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If your system is over 2 years old you can purchase a factory cable on our website using the link below.

[DirectTV Trav'ler Sheath Cable](#)

Restart



WINEGARD®

No Signal Lock-SWM3/DISH

If the antenna is peaking or identifying during the search, but not locking onto signal, we know the system can see signal. There may be a deformation in the feed arm or reflector causing signal lock issues. Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation. Please email pictures of the feed arm and reflector to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Next

Restart



WINEGARD®

No Signal-SWM3

To begin, power on the antenna and let it search and lock on signal. If the antenna is currently locked on signal it is recommended to power it off and back on to ensure there is not an issue with the LNB or the cable connecting the LNB to turret.

Does the antenna search and lock on signal?

Yes

No

Restart



WINEGARD®

No Signal-SWM3

With the antenna locked on signal, access the Signal Strength screen in the receivers settings menu. This screen allows you to view signal readings in real time. You have the option to toggle between the different satellites to check signal. If you are not showing signal readings on the 101 satellite click the No Signal button to proceed.

If you are seeing signal on the 101 satellite, toggle to the 99ca satellite. If there is no signal on the 99ca satellite, or signal below 90 click the No HD button to proceed.

No Signal

No HD

Restart



WINEGARD®

No Signal-SWM3

To begin troubleshooting locate the DirecTV splitter and power inserter, pictured to the right. Remove the splitter from the coax line, connect the cable from the antenna to the PWR to SWM port of the power inserter. Connect a coax cable from the Signal to IRD port of the power inserter, then connect that coax cable to a single receiver.

Are you able to get signal on this one receiver?

Yes

No

Restart



WINEGARD®

No Signal-SWM3

If removing the splitter does not solve the issue an external coax cable will need to be run from the C port at the base of the antenna, down through a door or window into the power inserter.

Are you able to get signal with the external coax cable?

Yes

No

Restart



WINEGARD®

No Signal-SWM3

The next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector. On the roof disconnect the coax cable at the base port C and the vertical port C. Connect them together using the coax coupler/barrel connector.

Are you able to get signal with the turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal-SWM3

With the turret bypassed and still no signal to the receivers, the issue may be with the power inserter. The splitter will need to be installed, and the coax cables routed in the following way. Antenna -> Splitter -> Power Inserter. Then connect the receiver to one of the empty ports of the splitter.

Are you able to get signal when wired this way?

Yes

No

Restart



WINEGARD®

No Signal-SWM3

When there is signal present on the 101 satellite, but no signal, or signals below 90 on the 99ca satellite, there is typically a deformation in the feed arm or reflector.

Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation that may cause signal lock issues. You will need to email pictures to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Next

Restart



WINEGARD®

No Signal-SWM3

With the splitter removed, and signal reaching the receiver, the splitter has failed and will need to be replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new splitter.

Restart



WINEGARD®

No Signal-SWM3

If signal is received with an external coax cable, the existing cable through the coach would need replaced. We recommend contacting a local RV dealer to have this done.

Restart



WINEGARD®

No Signal-SWM3

If signal is received after bypassing the turret, then there is an issue inside the turret, and it needs repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal-SWM3

If signal is received with the coax wired so the power inserter is not between the receiver and antenna in the coax line, then the power inserter needs replaced.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new power inserter.

Restart



WINEGARD®

No Signal-SWM3

If you are still not receiving signal, all the Winegard hardware has been eliminated as a possible cause. The only remaining cause would be an issue in the receiver. We recommend contacting DirecTV to get a replacement receiver.

Restart



WINEGARD®

No Signal-SWM3

1. If at least 1 receiver is getting signal, then the antenna is working as designed, and there is likely a splitter or cabling issues. Connect the coax cable going into the splitter from the receiver that is not working into the port on the splitter the working receiver is currently connected too. If you receive signal this way, then the splitter is bad and would need to be replaced. If you still do not receive signal the cable between the splitter and the non-working receiver will need to be replaced.

2. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new splitter.

Restart



WINEGARD®

775-SWM3

A 775, or Cannot Detect SWM error indicates the receiver cannot see the LNB. To begin, power on the antenna and let it search and lock on signal. If the antenna is currently locked on signal it is recommended to power it off and back on to ensure there is not an issue with the LNB or the cable connecting the LNB to turret.

If the error does not go away after the antenna locks on signal click the Next button to proceed.

Next

Restart



WINEGARD®

775-SWM3

Begin by locating the SWM power inserter and splitter.
Unplug the power inserter from power and plug it back
in.

Does the light on the power inserter light up?

Yes

No

Restart



WINEGARD®

775-SWM3

Is the splitter located between the power inserter and the antenna in the coax line?

Yes

No

Restart



WINEGARD®

775-SWM3

Disconnect the coax cable from the PWR to SWM port on the power inserter, unplug the power inserter from power and plug it back in. Does the light on the power inserter light up?

Yes

No

Restart



WINEGARD®

775-SWM3

With the light still not lit on the power inserter, the power inserter will need to be replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new power inserter.

Restart



WINEGARD®

775-SWM3

Remove the splitter from the coax line. Does the error
go away?

Yes

No

Restart



WINEGARD®

775-SWM3

If removing the splitter does not fix the issue, the next step is to run an external coax cable from the C port at the base of the Trav'ler antenna down through a door or window into the PWR to SWM port on the power inserter.

Does the error go away?

Yes

No

Restart



WINEGARD®

775-SWM3

The next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector. On the roof disconnect the coax cable at the base port C and the vertical port C. Connect them together using the coax coupler/barrel connector.

Does the error go away?

Yes

No

Restart



WINEGARD®

775-SWM3

If the previous steps did not fix the issue, it may be a problem with the power inserter, not allowing signal through. To test that, reconnect the splitter in the following sequence. Antenna->splitter->power inserter. Instead of connecting the receiver to the power inserter, connect it to an open port on the splitter.

Does the error go away?

Yes

No

Restart



WINEGARD®

775-SWM3

If you are still receiving the error, all the Winegard hardware has been eliminated as a possible cause. The only remaining cause would be an issue in the receiver. We recommend contacting DirecTV to get a replacement receiver.

Restart



WINEGARD®

775-SWM3

Reconnect the coax cable to the PWR to SWM port on the power inserter. Is the light still lit?

Yes

No

Restart



WINEGARD®

775-SWM3

It is recommended to run an external coax cable from the C port at the base of the antenna down through a door or window into the PWR to SWM port on the power inserter. This will rule out a bad coax cable.

If this does not fix the issue then the problem is in the turret and it would need to be repaired or replaced.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

SWM3-775

If the 775 error goes away with the splitter removed from the coax line, then the splitter has failed, and will need to be replaced.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new splitter.

Restart



WINEGARD®

775-SWM3

If the error goes away after running an external coax cable from the C port on the antenna to the PWR to SWM port on the power inserter, then the original cable has failed and would need to be replaced. We recommend contacting a local RV dealer for assistance with replacing coax cables that run through the coach.

Restart



WINEGARD®

775-SWM3

If bypassing the turret fixes the issue, then the problem is in the turret and it would need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

775-SWM3

If the error goes away with the coax wired so the power inserter is not between the receiver and antenna in the coax line, then the power inserter needs replaced.

Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty options. If your system is out of warranty you would have to call Winegard Customer Support at 800-288-8094 to order a new power inserter.

Restart



WINEGARD®

Signal Issues-DISH

Please select the signal issue you are experiencing.

Antenna Not Locking Onto Signal

No Signal To Receivers

Wrong Port Error with Hybrid LNB

Restart



WINEGARD®

No Signal Lock-DISH

Power on the antenna and allow it to search. During the search routine monitor the interface box display. Does it ever indicate peaking or identifying?

Yes

No

Restart



WINEGARD®

No Signal Lock-DISH

1. With the interface box not indicating peaking or identifying the most likely cause is an issue with the cable connecting the LNB to the vertical C port on the turret. Determining if the cable is faulty on a DISH Trav'ler is done by swapping the cable connections. With the antenna powered off, go on the roof with a 7/16" wrench and a Phillips screwdriver.

2. Swap the cables on the vertical A and C ports. If your cable set is a 2 cable set instead of 3 cable set, you will need to remove the LNB with the Phillips screw driver and swap the cables there as well. After swapping the cables power the system on. If you have a 3 cable set and the antenna still does not lock on signal, swap the cables connecting the B and C ports and power the system on again.

Does the antenna lock onto signal?

Yes

No

Restart



WINEGARD®

No Signal Lock-DISH

With the cables swapped, and the antenna now locking on signal, the original cable set is bad and needs replaced. If your system is under the 2 year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If your system is over 2 years old you can purchase a factory cable on our website using the link below.

[DISH Trav'ler Triple Sheath Cable](#)

[DISH Trav'ler Dual Sheath Cable](#)

Restart



WINEGARD®

No Signal Lock-DISH

With the cables swapped and the antenna still not locking onto signal the feed arm and reflector needs to be examined. Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation that may cause signal lock issues. You will need to email pictures to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Next

Restart



WINEGARD®

No Signal to Receivers-DISH

Troubleshooting No Signal to the receivers varies based on receiver and LNB type. First we need to identify whether you have a DISH Pro Plus LNB, or a DISH Pro Hybrid LNB. Click the Next button for instructions on determining the LNB type.

Next

Restart



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No Signal to Receivers-DISH

Use these images to help determine your LNB type then select the appropriate option below.

Dish Pro Plus(DPP)



DISH Pro Plus

Dish Pro Hybrid(DPH)



Dish Pro Hybrid(DPH)
Slimline



DISH Pro Hybrid

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

Now that we have determined you are using a DISH Pro Plus LNB we need to know what type of receivers you are using. Select the option below that matches your receivers.

Wally or VIP series receivers

Hopper 1 or 2 receiver

Hopper 3 receiver



WINEGARD®

No Signal to Receiver-Pro Plus

If you are not getting signal to a Wally or VIP series receiver with a DISH Trav'ler Pro Plus LNB, 1st determine which port at the base of the antenna the receiver is connected too. Swap the cable from the port at the base of the antenna over to one of the other ports and see if you get signal. You may have to connect to all three ports to try and get signal.

Are you able to get signal through any of the ports?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

With no signal passing on any of the turret ports, an external coax cable needs to be run from the base of the antenna down through a door or window into the back of the receiver.

Are you able to get signal with an external coax?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

1. The next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power off.

2. With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector. Disconnect the vertical cable that matches the base port, A/B/C, that is not getting signal. Connect that cable to the external coax using the coax coupler/barrel connector.

Are you able to get signal with turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

If you are able to get signal by running an external coax cable the cable running through the coach would need to be replaced. We recommend contacting a local RV dealer for assistance with replacing coax cables running through the coach.

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

With no signal passing after the turret is bypassed the failure is in the sheath cable and it would need to be replaced. If your system is less than two years old the cable would be replaced under warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years old a replacement sheath cable can be purchased on our website using the link below.

[DISH Trav'ler Triple Sheath Cable](#)

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

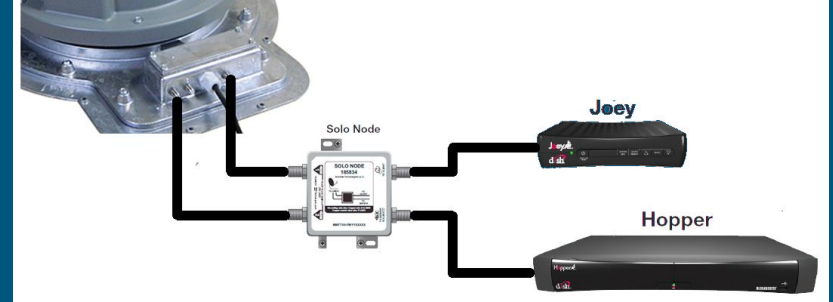
With signal passing after the turret was bypassed, the turret would need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



No Signal to Receivers-Pro Plus

In order to use a Hopper 1 or 2 receiver with the DISH Trav'ler a Solo Node from DISH must be installed and wired as shown to the right.



Do you have a solo node installed and wired as shown?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

If you do not have a Solo Node installed the receiver will not receive proper signal. You would need to contact DISH to purchase a Solo Node and have it installed as shown in the previous diagram.

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

With no signal reaching the receiver and the Solo Node installed, run an external coax cable from the Host/Server port of the Solo Node down through a door or window down into the receiver. If you get signal the cable is bad and needs replaced. We recommend contacting a local RV dealer for assistance with replacing a coax cable running through the coach.

If you still do not get signal we recommend replacing the Solo Node.

Restart



No Signal to Receivers-Pro Plus

In order to use a Hopper 3 with a Trav'ler DISH Pro Plus LNB system, a DPH42 kit is required. See image to the right. If you do not have this kit you can purchase it on our website. If you already have this kit and it is installed as outlined in the manual click the Next button to proceed.

[DPH42 Switch Kit](#)



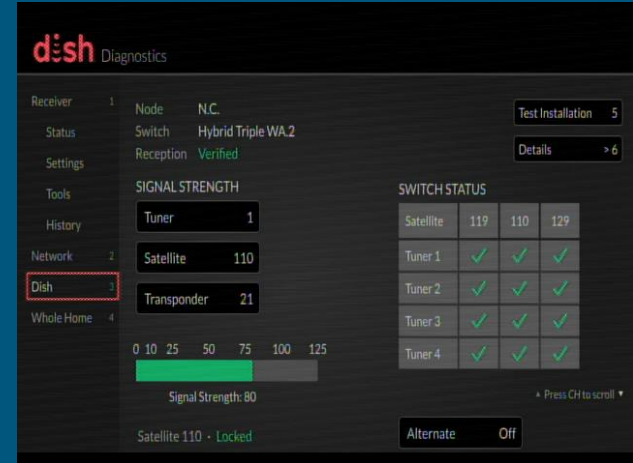
Next

Restart



No Signal to Receivers-DPH42

Are you getting signal on any of the three satellites for DISH? You can check signal strengths by opening your menu, then going to settings, diagnostics, then press 3 for the DISH diagnostics screen. On these screen you can switch the satellite between 119, 110, and 129. If any of these satellites are showing signal strength, please click the Partial Signal button, otherwise click the No Signal button to proceed.



Partial Signal

No Signal

Restart

No Signal to Receivers-DPH42

With no signal on any satellite, verify whether you have the Hybrid Solo Hub from DISH installed, pictured to the right. If you have that installed remove it. Are you able to get signal with it removed?

If you do not have that installed click the No button to proceed.



Yes

No

Restart

No Signal to Receivers-DPH42

If you are missing satellites, locate three cables going into the satellite ports on the DPH42 switch. Swap the cables going to ports 1 and 2, if there is no signal change swap the cables going to ports 2 and 3.



Does the signal switch to different satellites?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-DPH42

If you receive signal after the Hybrid Solo Hub is removed then the Hybrid Solo Hub has failed. You will need to contact DISH to get a replacement.

Restart



WINEGARD®

No Signal to Receivers-DPH42

With no change to the signal on the satellites, the DPH42 is has failed and needs replaced. If you purchased the DPH42 kit from Winegard it is warrantied for two years. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com.

Restart



WINEGARD®

No Signal to Receivers-DPH42

If the signal swapped to different satellites, trace the cables you swapped previously to the base of the antenna. Swap those same cables at the base of the antenna.

Does the signal switch back to the original satellite?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-DPH42

If the signal did not switch back to the previous satellite, then cable has failed. We recommend replacing the coax cables one at a time from the DPH42 to the antenna base to resolve this issue.

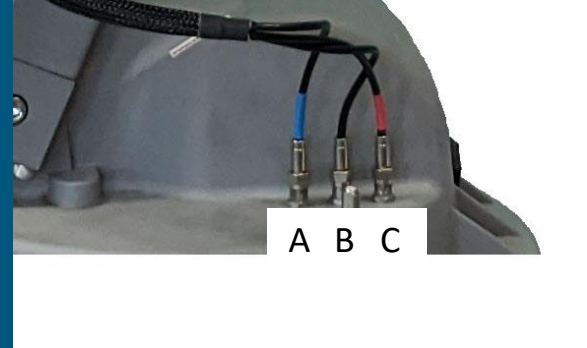
Restart



WINEGARD®

No Signal to Receivers-DPH42

If the signal switched back to the previous satellite,
locate the corresponding vertical ports on the turret,
and swap those cables around as well.



Does the signal switch back to the previous satellite?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-DPH42

If the signal does not switch back to the previous satellite, then the signal is not passing through the turret. The turret would need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal to Receivers-DPH42

If signal switches to the previous satellite then the sheath cable has failed and it needs replaced. If the system is less than two years old the cable is under warranty, please contact Winegard Customer via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years old you can purchase a replacement cable on our website using the link below.

[DISH Trav'ler Triple Sheath Cable](#)

Restart



WINEGARD®

No Signal to Receiver-DISH Hybrid

Now that we have determined you are using a DISH Pro Hybrid LNB we need to know what type of receivers you are using. Select the option below that matches your receivers.

Wally and VIP series receivers

Only Wally Receivers

Hopper 3 receiver



WINEGARD®

No Signal to Receivers-Hybrid

1. You can use a single VIP series, and a single Wally receiver together with the a Hybrid LNB Trav'ler. The VIP series receiver must be connected to the C port at the base of the antenna, and the Wally to the A port. It is recommended the VIP receiver is powered on before the Wally to prevent any communication errors.

2. If you continue to experience signal errors an external coax will need to be run from the antenna down through a door or window into the receiver.

Are you still experiencing signal issues?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you had to run the external coax cables to resolve the signal issues, then the original cables have failed and need replaced. We recommend contacting a local RV dealer for assistance with replacing coax cables running through the coach.

Restart



No Signal to Receivers-Hybrid

1. If you are still experiencing signal loss, the next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax couplers/barrel connectors.

2. Disconnect the coax cables from the vertical ports and the base ports, connect the correspond cables together using the coax couplers/barrel connectors.

Are you able to get signal with the turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

With no signal on either receiver after the turret is bypassed, the sheath cable needs replaced. If your system is less than two years old the cable would be replaced under warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years old a replacement sheath cable can be purchased on our website using the link below.

[DISH Trav'ler Dual Sheath Cable](#)

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you are getting signal after bypassing the turret there is a failure in the turret. The turret would need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you are using a single Wally receiver it is recommended to connect it to port C at the base of the antenna. If you are using multiple Wally receiver a Channel Stack splitter kit is required. See image to the right for that kit. If you do not have this kit installed it would need to be purchased and installed before troubleshooting can be done.

Please select the appropriate option below to proceed.



Single Wally

Multiple Wallys

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you are not getting signal to a single Wally receiver connected to the C port, an external coax cable needs to be run from the base of the antenna, down through a door or window into the back of the receiver.

Are you able to get signal with the external coax?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you are not getting signal on any receivers click the No Signal button to proceed. If you have signal to at least 1 receiver, click the Partial Signal button to proceed.

No Signal

Partial Signal

Restart



WINEGARD®

No Signal to Receivers-Hybrid

1. If you are still experiencing signal loss, the next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

2. With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector.

Disconnect the coax cables from the base C port and vertical C port. Connect them together using the coax coupler/barrel connector.

Are you able to get signal with the turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

With signal reaching the receiver when using an external coax cable, the original cable is bad and needs replaced. We recommend contacting a local RV dealer for assistance with replacing a coax cable running through the coach.

Restart



WINEGARD®

No Signal to Receivers-Hybrid

With no signal being received after bypassing the turret, the problem is likely with the receiver. We recommend trying a different receiver.

Restart



WINEGARD®

No Signal to Receivers-Hybrid

With signal reaching the receiver after bypassing the turret, there is a failure in the turret and it needs repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

With no signal to any receiver when using the channel stack splitter kit, bypass that kit with 1 receiver, and connect directly to the C port at the base of the antenna.

Are you able to get signal when connected to the C port?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

1. If at least 1 receiver is getting signal, connect the coax cable running to the receiver that is not getting signal to the port on the channel stack splitter for the receiver that is getting signal.

2. If you still do not get signal replace the coax cable going to the receiver that is not working.

3. If you start receiving signal after switching the ports the channel stack splitter needs replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for a replacement.

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

If you are receiving signal on a single receiver connected to the C port, replace the coax cable connecting the C port to the channel stack splitter. If you still do not receive signal when running through the channel stack splitter then it will need to be replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for a replacement.

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

1. If you still do not get signal the next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

2. With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector.

Disconnect the coax cables from the base C port and vertical C port. Connect them together using the coax coupler/barrel connector.

Are you able to get signal with the turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

With signal reaching the receiver after bypassing the turret, there is a failure in the turret and it needs repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal to Receivers-SKDPHPI

With no signal being received after bypassing the turret, the problem is likely with the receiver. We recommend trying a different receiver.

Restart



No Signal to Receivers-Hybrid

When using a Hopper 3 receiver with a Hybrid LNB, the coax cable connecting to the receiver must be connected to port C at the base of the antenna. If you are not connecting to port C, you will need to fix that before continuing.

Bypass the Hybrid Solo Hub if in use.

Click the Next button to proceed.



Next



WINEGARD®

No Signal to Receivers-Hybrid

If you bypassed the Hybrid Solo Hub in the previous step and it fixed the issue, you will need to get a replacement Hybrid Solo Hub from DISH.

If you are still not getting signal without a Hybrid Solo Hub the next step is to run an external coax cable from the C port at the base of the antenna down through or a door or window into the back of the receiver.

Are you able to get signal with an external coax cable?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If signal is being received when using an external coax cable, the original cable is bad and needs replaced. We recommend contacting a local RV dealer for assistance with replacing a coax cable that runs through the coach.

Restart



WINEGARD®

No Signal to Receivers-Hybrid

1. If you still do not get signal the next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power.

2. With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector.

Disconnect the coax cables from the base C port and vertical C port. Connect them together using the coax coupler/barrel connector.

Are you able to get signal with the turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receivers-Hybrid

With signal being received after bypassing the turret, there is a failure in the turret, and it needs repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

No Signal to Receivers-Hybrid

If you still do not receive signal after bypassing the turret, the likely issue is in the receiver. We recommend trying a different receiver.

Restart



WINEGARD®

Wrong Port-Hybrid

The wrong port error will happen when you try to connect 2 Wally receivers directly to the Trav'ler antenna. The receiver on the C port will work, but the one on the A port will not. In order to use more than 1 Wally receiver you have to install a Channel Stack Splitter kit. You can purchase that kit on our website using the link below.

[Channel Stack Splitter Kit](#)

Restart



WINEGARD®

Signal Issues-Shaw

Please select the signal issue you are experiencing.

Antenna Not Locking Onto Signal

No Signal To Receivers

Restart



WINEGARD®

No Signal Lock-Shaw

1. Power on the Trav'ler antenna and allow it to search.
Monitor the interface box during the search, does it ever indicate peaking or identifying?

2. Please note that Shaw Trav'lers manufactured before September of 2017 will need to be upgraded to work after Shaw changed their satellite signal encoding in late 2019. Determining age requires the serial number found on the under side of the turret. Please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com if you think your system needs to be upgraded.

Yes

No

Restart



WINEGARD®

No Signal Lock-Shaw

If the antenna is peaking or identifying during the search, but not locking onto signal, we know the system can see signal. There may be a deformation in the feed arm or reflector causing signal lock issues. Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation. Please email pictures of the feed arm and reflector to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Restart



WINEGARD®

No Signal Lock-Shaw

1. With the interface box not indicating peaking or identifying the most likely cause is an issue with the cable connecting the LNB to the vertical C port on the turret. Determining if the cable is faulty on a DISH Trav'ler is done by swapping the cable connections. With the antenna powered off, go on the roof with a 7/16" wrench and a Phillips screwdriver.

2. Swap the cables on the vertical A and C ports. After swapping the cables power the system on. If the antenna still does not lock on you will need to swap the cables on the B and C ports, then the D and C ports searching after each swap.

Does the antenna lock onto signal?

Yes

No

Restart



WINEGARD®

Signal Issues-Shaw



Restart



WINEGARD®

No Signal Lock-Shaw

With the cables swapped, and the antenna now locking on signal, the original cable set is bad and needs replaced. If your system is under the 2 year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If your system is over 2 years old you can purchase a factory cable on our website using the link below.

[Shaw Trav'ler Sheath Cable](#)

Restart



WINEGARD®

No Signal Lock-Shaw

With the cables swapped and the antenna still not locking onto signal the feed arm and reflector needs to be examined. Winegard Customer Support will need to see pictures of the feed arm and reflector to examine for deformation that may cause signal lock issues. You will need to email pictures to help@winegard.com. Please click the Next button to see example pictures of what we will need.

Next

Restart



WINEGARD®

No Signal to Receiver-Shaw

If you are not getting signal to your receiver swap the cable from the port at the base of the antenna over to one of the other ports and see if you get signal. You may have to connect to all four ports to try and get signal.

Are you able to get signal through any of the ports?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

With no signal passing on any of the turret ports, an external coax cable needs to be run from the base of the antenna down through a door or window into the back of the receiver.

Are you able to get signal with an external coax?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

1. The next step is to bypass the turret. To bypass the turret the interface box needs to be powered off. Press and hold power and select at the same time, and the box will power off.

2. With the interface box powered off you will need to get on the roof with a 7/16" wrench and a coax coupler/barrel connector. Disconnect the vertical cable that matches the base port, A/B/C/D, that is not getting signal. Connect that cable to the external coax using the coax coupler/barrel connector.

Are you able to get signal with turret bypassed?

Yes

No

Restart



WINEGARD®

No Signal to Receiver-Pro Plus

If you are able to get signal by running an external coax cable the cable running through the coach would need to be replaced. We recommend contacting a local RV dealer for assistance with replacing coax cables running through the coach.

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

With no signal passing after the turret is bypassed the failure is in the sheath cable and it would need to be replaced. If your system is less than two years old the cable would be replaced under warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance.

If the system is over two years old a replacement sheath cable can be purchased on our website using the link below.

[Shaw Trav'ler Sheath Cable](#)

Restart



WINEGARD®

No Signal to Receivers-Pro Plus

With signal passing after the turret was bypassed, the turret would need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty or repair options.

Restart



WINEGARD®

EL Motor Home Failure

An EL MOTOR HOME FAILURE indicates a failure of the antenna to determine its elevation position. Power the interface box and when the EL MOTOR HOME FAILURE message appears click the Next button to proceed.

Next

Restart



WINEGARD®

EL Motor Home Failure

With EL MOTOR HOME FAILURE on the screen press and hold the enter button until it displays Enter User Menu. Press the select button to move the Asterisks to Yes, then press enter.

Press the select button 2 times until Installation is on the top line then press enter.

When prompted for a password press enter 4 times.

Click the Next button to proceed.

Next

Restart



EL Motor Home Failure

With Select Antenna on the top line, press the Select button 4 times to put Calibrate EL on the top line, then press Enter.

When asked on EL HARD STOP, verify the antenna is in the up position as shown to the right. Press the Select button to move the Asterisks to yes, then press Enter.

When it says Calibrate EL Success, press enter.

Click the Next button to proceed.



If the antenna does not raise to the hard stop please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com

Next

Restart



WINEGARD®

EL Motor Home Failure

With Calibrate EL back on the top line, press the Select button 4 times, to put Exit on the top line, then press enter.

When asked Power off?, selecting Yes will power off the system, selecting No, will have the antenna search for signal.

Use the Select button to toggle put the Asterisks on your desired choice then press enter.

If you select No, you will get the EL MOTOR HOME FAILURE message again as the antenna searches. Press Enter and it will go away.

Restart



WINEGARD®

Power Issues-Won't Power On

If your system is less than 2 years old please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for warranty assistance. If it is older than 2 years you can purchase a replacement power cord or interface box on our website using the links below.

[Trav'ler Interface Box](#)

[Trav'ler Power Supply](#)

Restart



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