



KOP4800 Owner's Manual



This manual is for units
manufactured on or after
11/16/2020.

Mfg. date is on serial number label.



Label is located on base.

For use with DISH[®] satellite programming & ViP[®] Receivers 211z • 211k • 211 • 411



The KING One Pro works with DIRECTV[®], DISH, and Bell[™] TV. This manual is for DISH subscribers with the receivers listed above. Manuals for DISH (with other receivers), DIRECTV and Bell subscribers are available at kingconnect.com/support.

Use this manual only if you have a receiver listed above.



The satellite TV market is expanding and changing. The information in this manual was accurate at the time of printing. If your KING One Pro Satellite Antenna does not operate as outlined in this manual, please call KING® at (952) 345-8147 or visit our website at *kingconnect.com*.

KING is not responsible for changes outside of its control.



PRODUCT REGISTRATION

To provide ongoing technical support and to better facilitate warranty processing, please register your product at *kingconnect.com/support*.

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If you switch services or replace your ViP with a different model receiver, you will need the appropriate on-line manual to configure the antenna for your new service or receiver. Go to *kingconnect.com/support*. Go to the Satellite Products section. Under KING One Pro Premium Satellite Antenna, choose from the following:

MANUAL: DIRECTV (KING One Pro DIRECTV Owner’s Manual)

MANUAL: WALLY RECEIVER (KING One Pro DISH Wally Receiver Owner’s Manual)

MANUAL: LEGACY RECEIVERS (KING One Pro DISH Legacy Receiver Owner’s Manual)

MANUAL: BELL (KING One Pro Bell Owner’s Manual)

INTRODUCTION

Thank you for choosing the premium **KING One Pro Portable HDTV System!**

IMPORTANT SAFETY AND CARE INFORMATION

1. Keep the Quick Reference Guide and Installation Guide that came with your KING One Pro in a safe place for future reference. You may also print this on-line manual and keep it for future reference as well.
2. Follow all instructions and warnings. Set up and operate the KING One Pro in accordance with the instructions.
3. To avoid risk of electric shock, unplug your receiver before connecting/disconnecting the KING One Pro in damp or wet conditions.
4. Tighten all of the coax cable connections only by hand. If you use a wrench, you may over-tighten the connections and damage your equipment.
5. Always handle the KING One Pro carefully. Do not drop the KING One Pro. Avoid excessive shock or vibration to the KING One Pro.
6. Use caution when carrying the KING One Pro. Always carry the KING One Pro by the handle.
7. Do not remove the cover of the KING One Pro without authorization. Doing so will void the limited warranty.
8. Do not stack the KING One Pro on top of or below other electronic devices as this can cause heat build-up or block the satellite signal from reaching the KING One Pro.
9. Do not operate or store near any indoor or outdoor heat source such as radiators, heat registers, stoves, barbecues, campfires, or other items that produce heat.
10. Servicing may be required if the unit has been dropped or damaged in any way or if the unit does not operate normally. Call KING Customer Service at (952) 345-8147.
11. Do not power wash the KING One Pro.
12. Do not submerge the KING One Pro or place in standing water.
13. Keep the enclosure clean from dirt, bugs, and other debris by hand washing with mild soap and water.
14. Do not coat or paint the KING One Pro with any substance.

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

If you have any comments or questions, please contact KING Customer Service at (952) 345-8147, or by email at help@kingconnect.com.

QUESTIONS? (952) 345-8147

UNBOX ANTENNA

Antenna Unit

Power Inserter with Power Supply

50' RG-6 Coax Cable

Short Coax Cable

Installation Guide

Quick Reference Guide

Registration Card

3 Rubber Feet (taped to handle)

You will also need (sold separately):

DISH Programming Subscription

ViP 211z, 211k, 211 or 411 Receiver

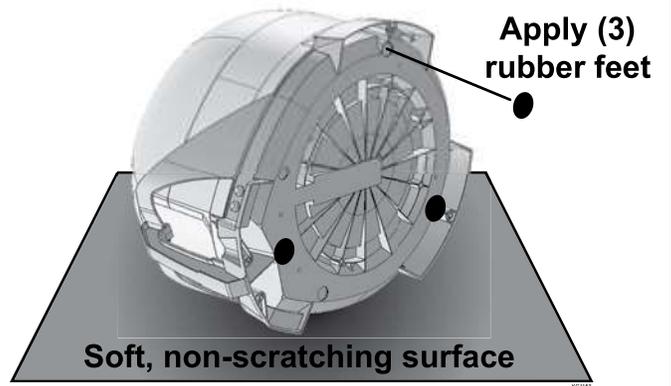
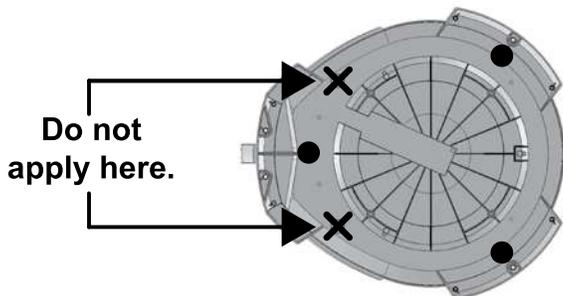
TV

Cable(s)

APPLY RUBBER FEET



Do not apply rubber feet if roof-mounting the antenna unit. See the included Installation Guide.



POSITION ANTENNA



POSITION THE ANTENNA TO HAVE A CLEAR VIEW OF THE SOUTHERN SKY.

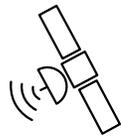
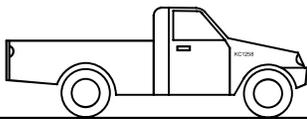
ALWAYS KEEP A CLEAR LINE-OF-SIGHT TO THE SATELLITES DURING AND AFTER THE SCAN.

SATELLITES IN SOUTHERN SKY



OBSTRUCTIONS

ANTENNA UNIT



Reasonably level surface

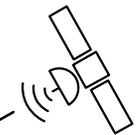
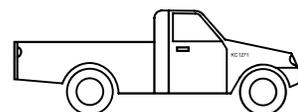
| | |
|--|--|
| | |
| | |

SATELLITES IN SOUTHERN SKY



Clear Line-of-Sight

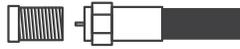
ANTENNA UNIT



Pointing handle north may speed up scan but is not required.

OBSERVE CAUTIONS WHEN CONNECTING ANTENNA

Hand-tighten 



 No wrench



Gradual curves 



 No kinks or sharp bends



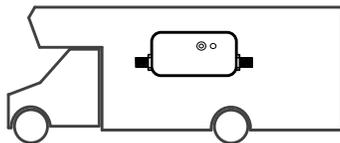
New KING Power Inserter
that comes with antenna 



 Old KING Power Inserter
or brand X



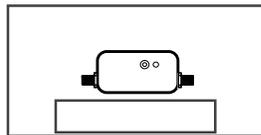
Indoor 



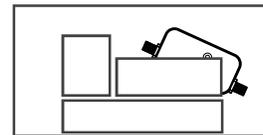
 Outdoor



Easy Access 



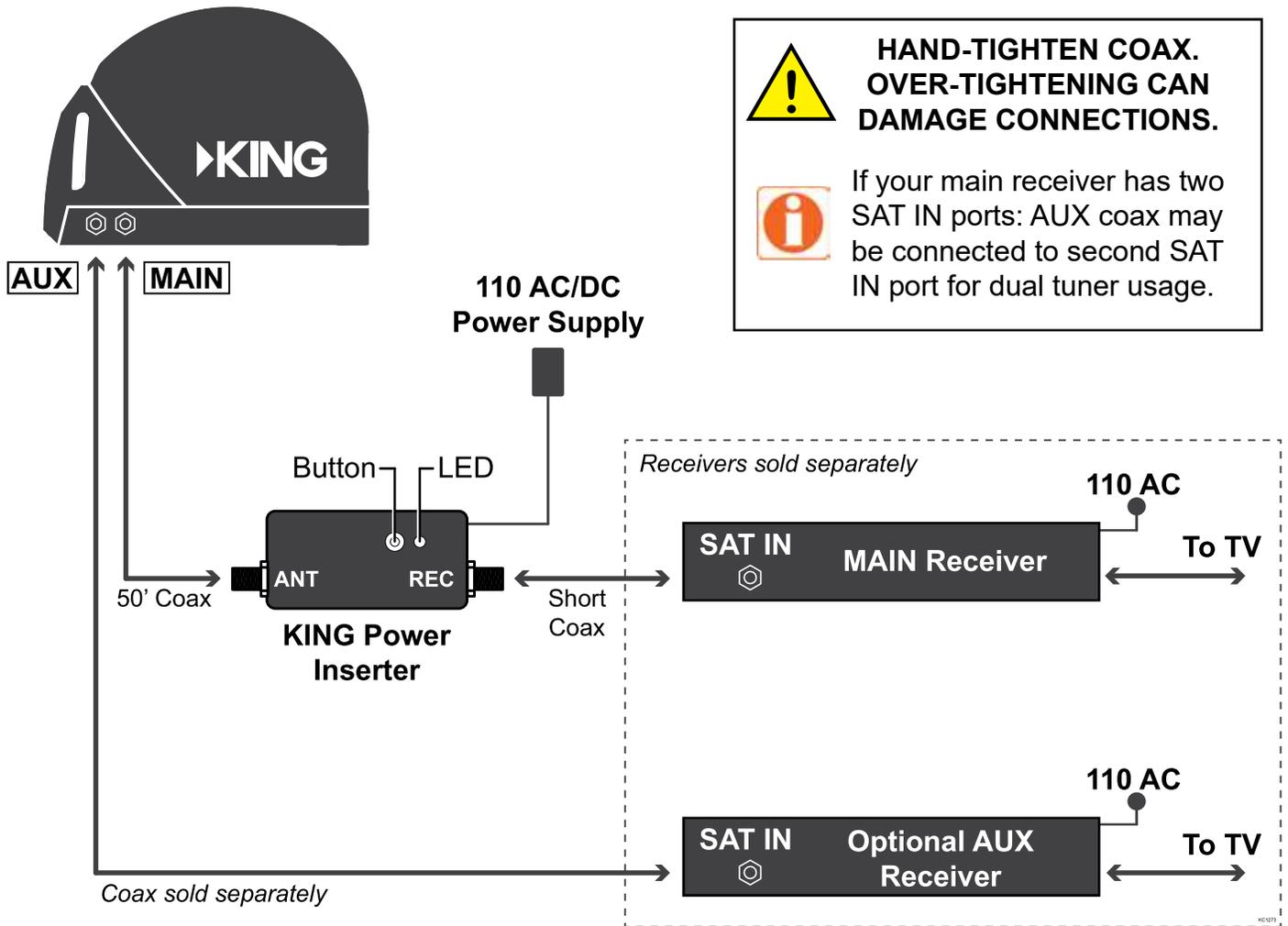
 Hard to Reach



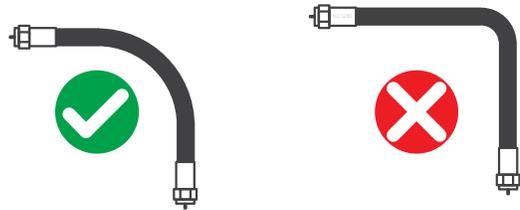
 Keep coax out of the way



CONNECT ANTENNA



No kinks or sharp bends!



The antenna unit will detect the ViP receiver and default to the on-screen (TV) instructions. Disregard the LED on the power inserter.

Go to page 8 to start a scan.

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SCAN FOR SATELLITES

NEW AND UNACTIVATED VIP RECEIVER



IF YOUR RECEIVER IS NEW AND UNACTIVATED, START HERE.

Otherwise go to STANDARD OPERATION on page 12.

**Your TV screen may look different from what is shown in this manual.
Screen information may vary depending on choices you make during the setup process.**

For best results, follow the on-screen instructions.



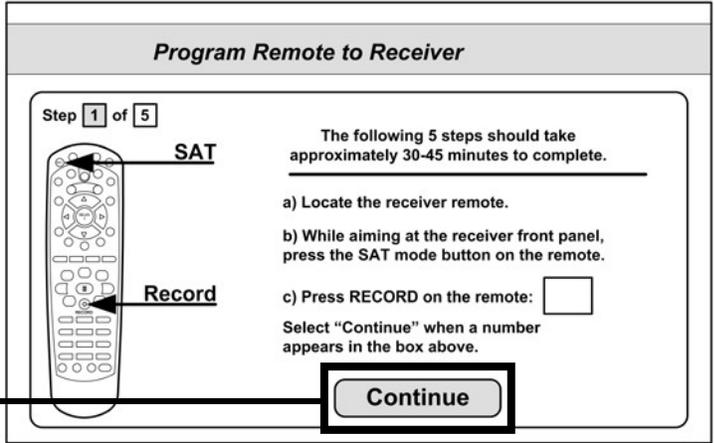
Make sure your remote has batteries in it.

1. Point your receiver's remote at the front of the receiver and press **SAT**.

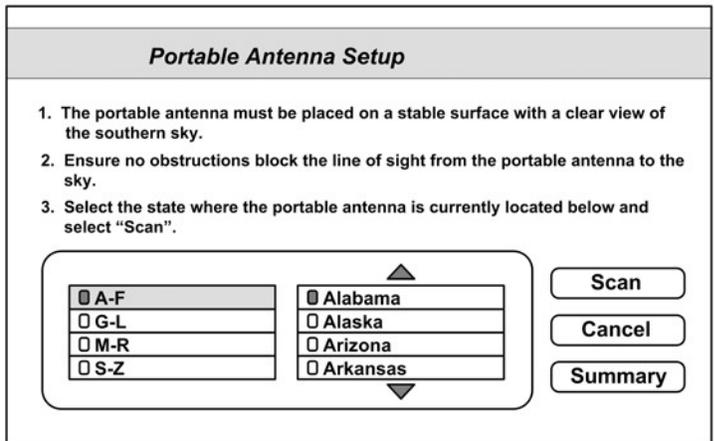
Press **RECORD**.

When a number appears in the box, verify "Continue" is highlighted.

Press **SELECT** on your remote.

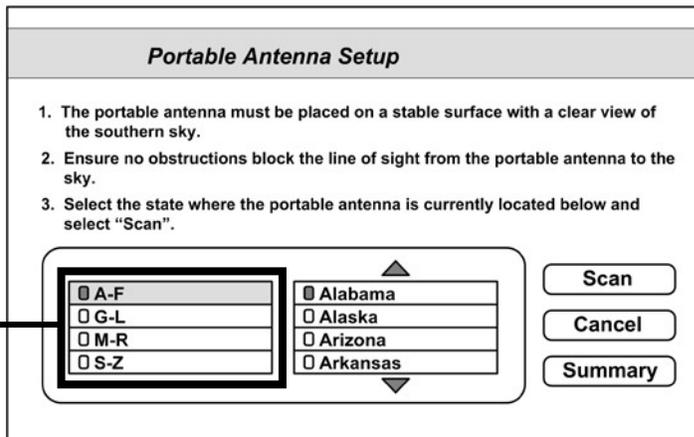


The *Portable Antenna Setup* screen will display.



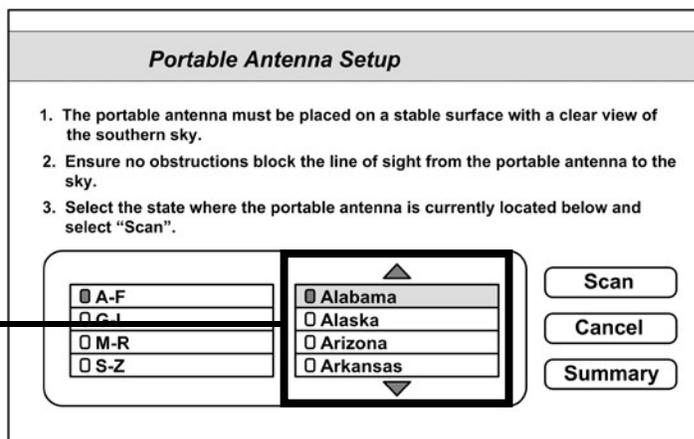
- Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT**.



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

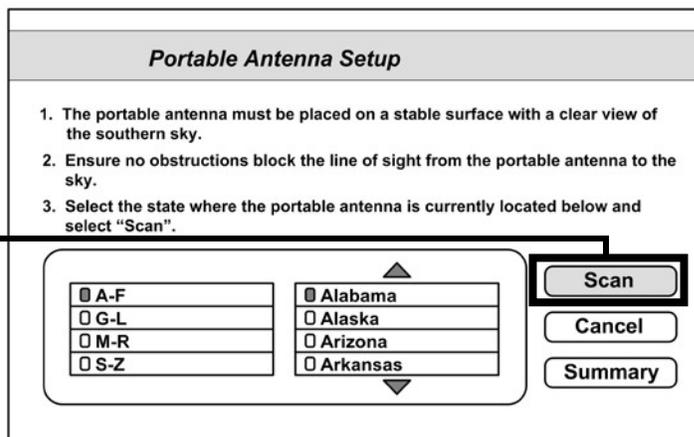
Press **SELECT**.



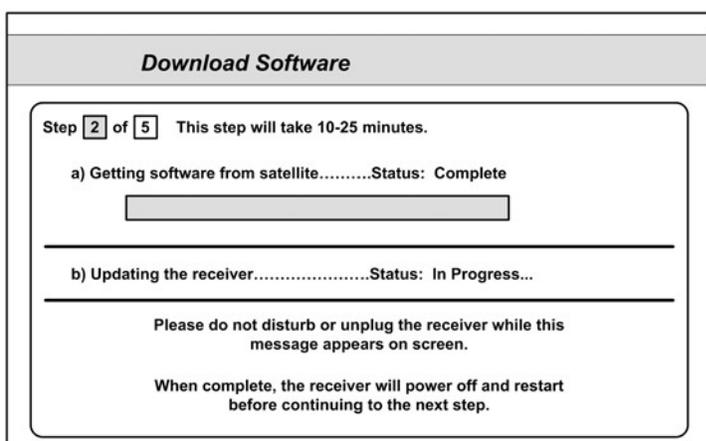
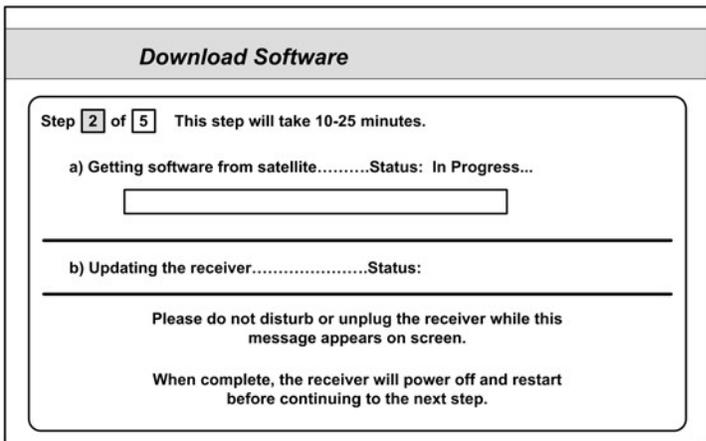
- Verify "Scan" is highlighted.

Press **SELECT**.

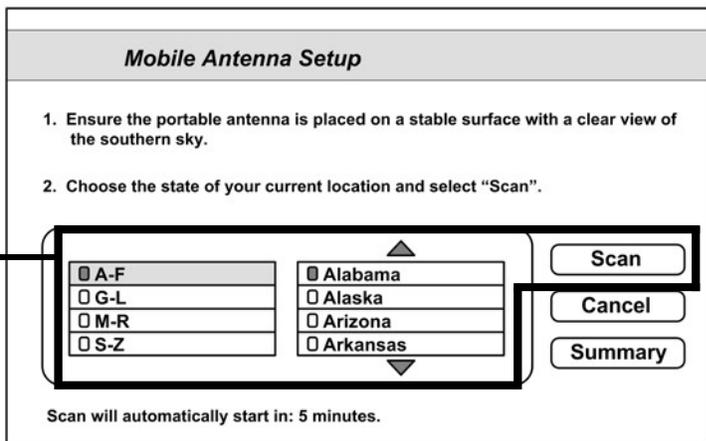
The scan will begin and may take up to several minutes to complete.



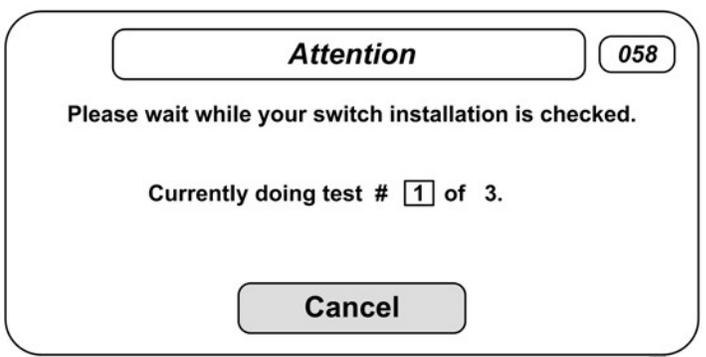
The receiver will download software. This step may take 20-25 minutes.



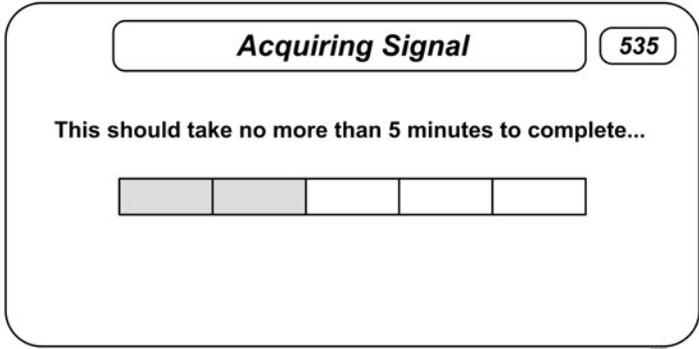
5. The receiver will reset and the *Mobile Antenna Setup* Screen will appear. Repeat steps 2-4 to start a second scan.



The unit will scan a second time.



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

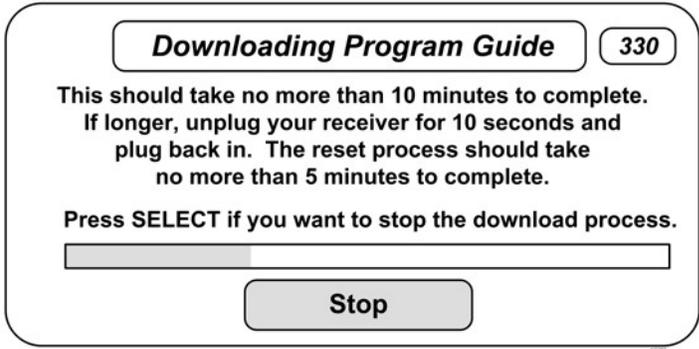


- 6. After your receiver has acquired the signal, it is ready to be activated. To activate service call 1-800-963-DISH (3474).

1-800-963-DISH (3474)



After your receiver is activated, the electronic program guide will download. This may take up to 10 minutes to complete (potentially longer if an external hard drive is connected).



 **This completes the setup for new receivers. You may now use STANDARD OPERATION starting on the next page for subsequent use.**

STANDARD OPERATION



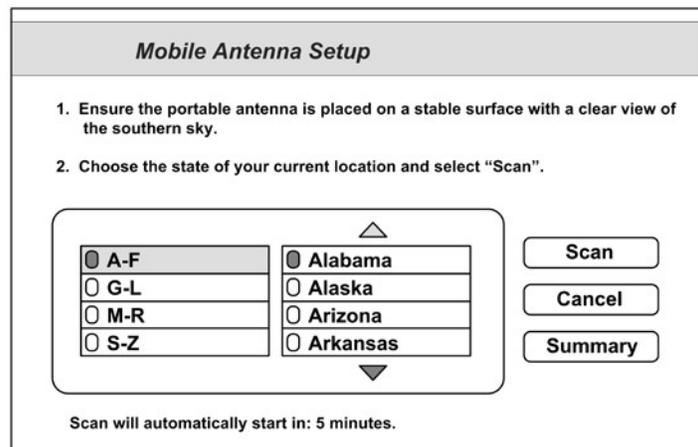
IF YOUR RECEIVER IS NEW AND UNACTIVATED, MAKE SURE TO DO THE FIRST-TIME SETUP PROCEDURE ON PAGES 8-11 FIRST.

Your TV screen may look different from what is shown in this manual. Screen information may vary depending on choices you make during the setup process.

For best results, follow the on-screen instructions.

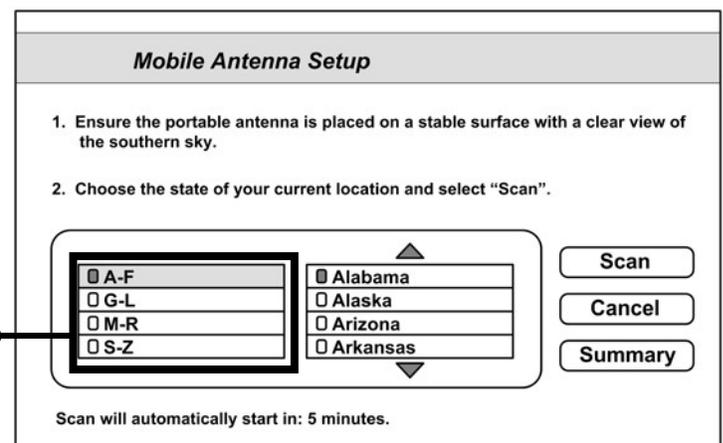
After connecting and turning on your equipment as instructed, the *Mobile Antenna Setup* screen will display. (It may take up to two minutes to display.)

Note: If the *Mobile Antenna Setup* screen does not display, press **MENU, 6, 1, 1** on your remote. Highlight the “Check Switch” button then press **SELECT** on your remote.



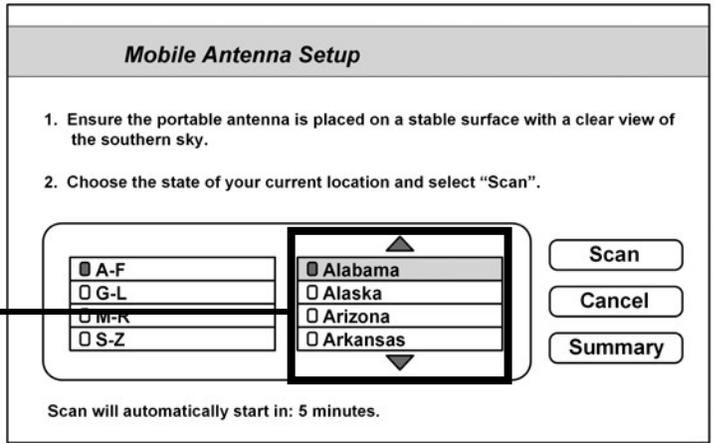
1. Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT** on your remote.



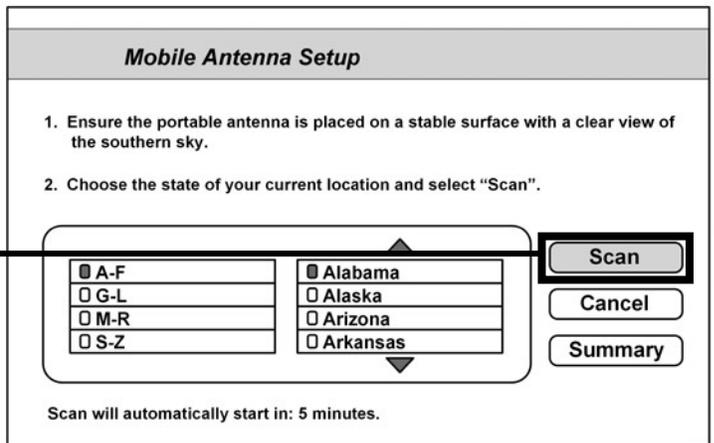
2. Highlight the state you are currently in from the state menu.

Press **SELECT**.



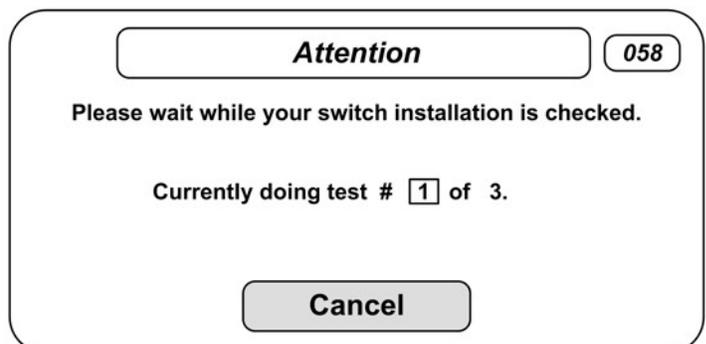
3. Verify "Scan" is highlighted.

Press **SELECT**.

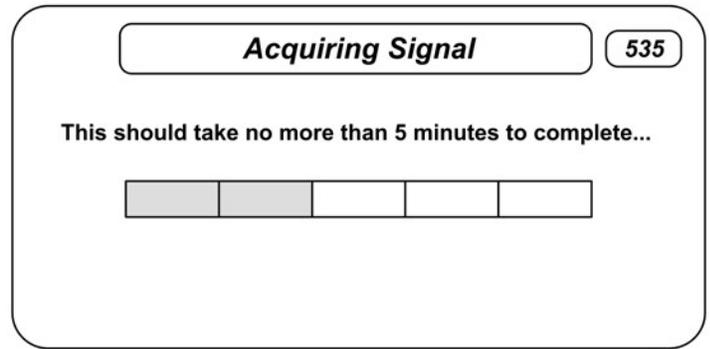


The scan will begin and may take up to several minutes to complete.

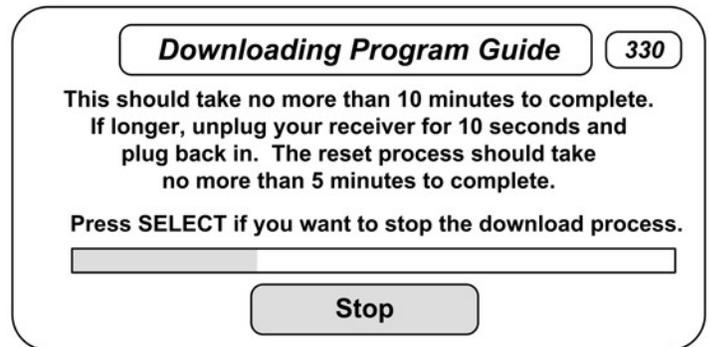
This screen will display during the scan.



4. When the scan is complete, the *Acquiring Signal* message will display. Acquiring the signal may take up to 5 minutes to complete.



5. After your receiver has acquired the signal, the electronic program guide will download. This may take up to 10 minutes to complete (potentially longer if an external hard drive is connected).



IF YOU MOVE THE ANTENNA UNIT, YOU WILL HAVE TO REPEAT STEPS 1-5 TO REACQUIRE THE SATELLITES AND RESTORE PROGRAMMING.

When in the northeastern United States, television programming from the 129 satellite may not be available.

If your system is inactive for an extended period of time, you may have to call DISH Customer Service at 1-800-333-DISH (3474) to reauthorize your receiver.

If your receiver has not been used for awhile the 013 error message may appear. Call 1-800-333-DISH (3474) and follow the prompts to reauthorize your receiver. Note that if channel 101 appears, scroll channel up or down to make sure 013 error message does not appear.

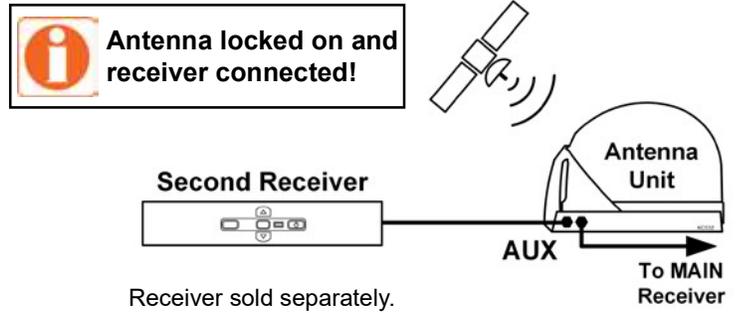
You can view your programming when your receiver has been authorized and the guide has finished downloading.

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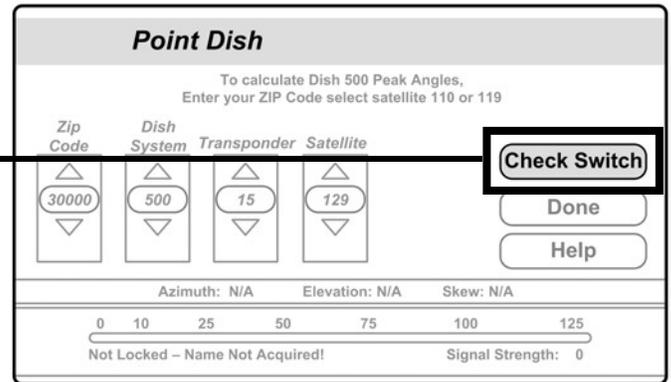
SECOND RECEIVER OPERATION

INITIAL SETUP FOR SECOND RECEIVER

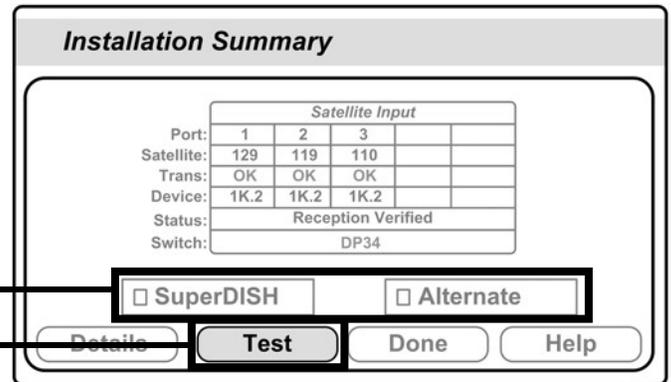
1. With the antenna locked on the satellite and the second receiver connected to the antenna unit's AUX port coax, use your DISH remote control and press **MENU, 6, 1, 1** to display the *Point Dish* screen.



2. Use the arrow buttons on the remote to highlight "Check Switch." Press **SELECT** on your remote.

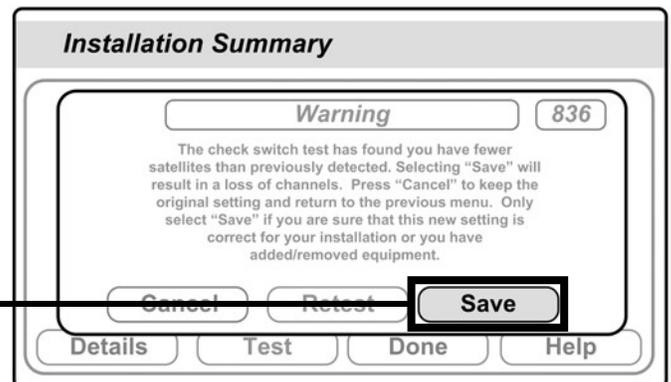


3. Verify "SuperDISH" and "Alternate" are not selected. Verify "Test" is highlighted.



Press **SELECT** on your remote.

4. When test is complete, highlight "Save."



Press **SELECT** on your remote.

See the next page for downloading programming to the second receiver.

DOWNLOADING PROGRAMMING TO THE SECOND RECEIVER

After completing the steps on the previous page, reset the second receiver by pressing the POWER button on the front panel for 10 seconds. The TV picture will go away and should reappear within two minutes.

The receiver will then download the program guide to show only the channels available on the current satellite as determined by the channel selected on the main receiver. Downloading the new program guide can take up to five minutes to complete.

The channels available on the second receiver are determined by the channel/satellite selected on the main receiver. For example, if you select a channel on the main receiver that is broadcast from the 119 satellite, then the second receiver will be able to view any channel broadcast from the 119 satellite.

If you switch channels on the main receiver to one that is broadcast from a different satellite, (for example, your channel was broadcast from satellite 119 but your new channel is broadcast from the 110), the antenna will automatically switch to the 110 satellite and programming will be lost on the second receiver until you either:

- Select a channel on the main receiver that is broadcast from the previous satellite (satellite 119 in this example).
- (or)
- Reset the second receiver by following the steps on the previous page to download the program guide for the newly selected satellite (satellite 110 in this example).



If you choose a channel on the main TV that causes the antenna to switch satellites, you may have to run a check switch on the second receiver.

ENABLE THE ALARM (OPTIONAL)



Use this procedure to enable the alarm.

You can enable or disable the alarm at any time using this procedure.
See page 20 for an explanation of Modes 1-8.

This antenna is factory preset for MODE 1.

• **DISH Service**

• **Alarm disabled**

To enable the alarm, follow the instructions on page 19 to choose MODE 5.

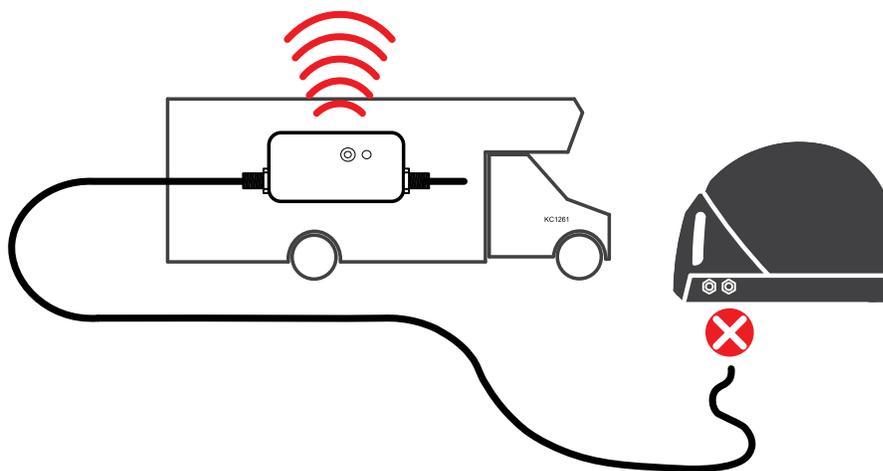
• **DISH Service**

• **Alarm enabled**

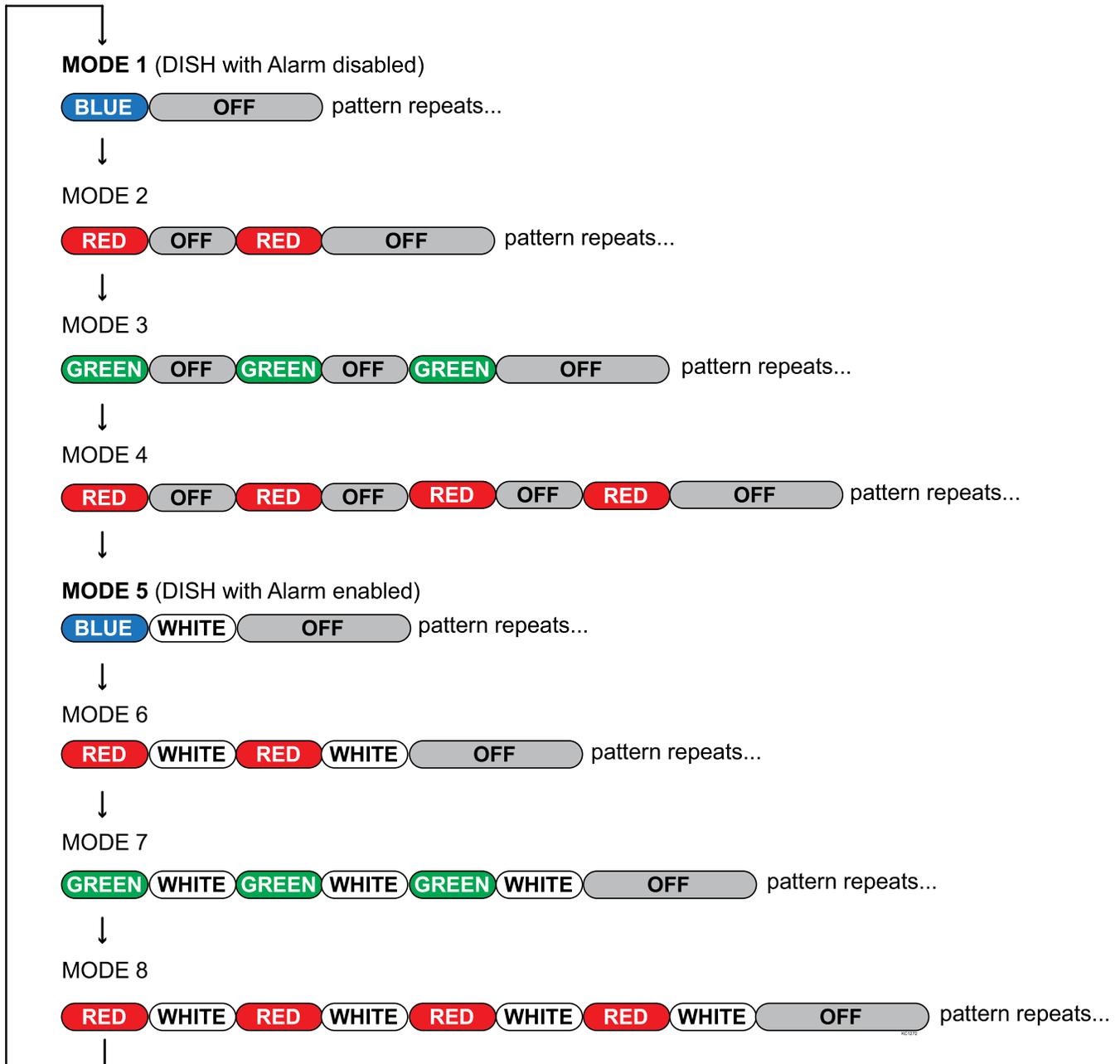
HOW THE ALARM WORKS

When enabled, the alarm will sound if the coax is disconnected from the antenna.

- Alarm shuts off after 10 seconds or when coax is reconnected.
- Alarm also sounds if coax is disconnected from power inserter.



1. Press and hold the power inserter button for 10 flashes of the LED. The LED will flash blue (factory default for new units).
2. Press and release the button repeatedly to choose MODE 5: alarm enabled (the LED will flash blue and white).



3. When Mode 5 is displayed, press and hold button for about 3 seconds until the LED starts flashing blue.

The alarm is now enabled.



Time Out Function: If you do not press the button for one minute after entering configuration mode, the power inserter will stay in whatever mode it was in before you entered configuration mode.

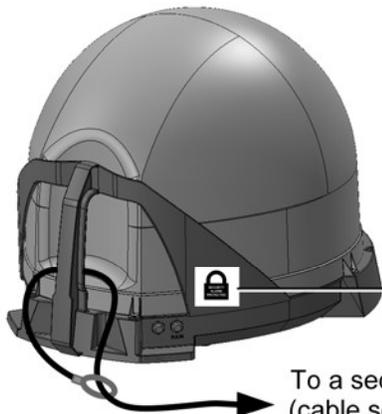
MODE CHART

| MODE | SERVICE | SATELLITES | | ALARM |
|------|---------|---------------------|--|----------|
| 1 | DIRECTV | 101, 119 | DIRECTV Subscribers | DISABLED |
| | DISH | 61.5, 110, 119, 129 | DISH subscribers with Wally, ViP211z, 211k, 211 or 411 receivers | |
| 2 | DISH | 110, 119, 129 | DISH subscribers with receivers not listed in MODE 1 | DISABLED |
| 3 | Bell TV | 82, 91 | Bell TV Subscribers | DISABLED |
| 4 | DISH | 61.5, 110, 119 | DISH subscribers with receivers not listed in MODE 1 | DISABLED |
| 5 | DIRECTV | 101, 119 | DIRECTV Subscribers | ENABLED |
| | DISH | 61.5, 110, 119, 129 | DISH subscribers with Wally, ViP211z, 211k, 211 or 411 receivers | |
| 6 | DISH | 110, 119, 129 | DISH subscribers with receivers not listed in MODE 1 | ENABLED |
| 7 | Bell TV | 82, 91 | Bell TV Subscribers | ENABLED |
| 8 | DISH | 61.5, 110, 119 | DISH subscribers with receivers not listed in MODE 1 | ENABLED |



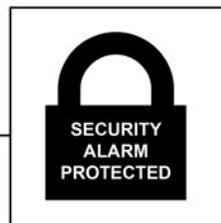
MODES 1 & 5: Antenna unit will detect either DIRECTV or DISH receiver and function accordingly.

SECURE THE ANTENNA



To a secure object
(cable sold separately)

The KING Antenna can be secured to an object by looping a cable thru the handle.



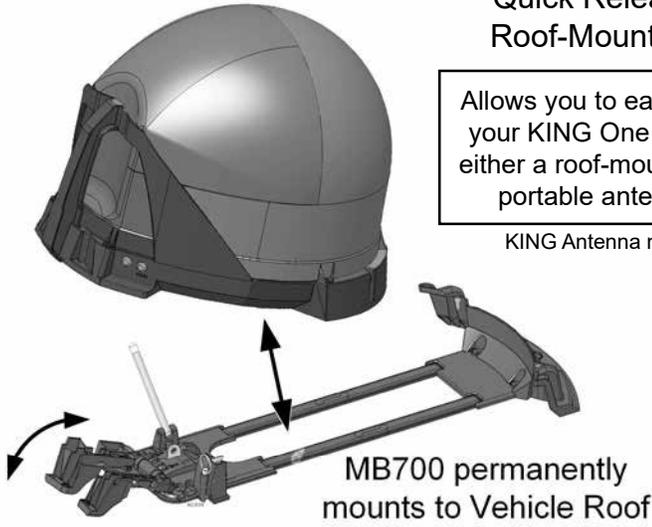
If using the security alarm, apply the included sticker for additional theft deterrence.

ACCESSORIES (Sold separately - see the satellite antenna accessories page at kingconnect.com)

MB700 Quick Release Roof-Mount Kit

Allows you to easily use your KING One Pro as either a roof-mounted or portable antenna.

KING Antenna not included.



MB500 Mounting Bracket

Includes (2)
Hanger Brackets



Allows hanging of antenna unit on vehicle window or included hanger bracket.

For stationary use only.
Vehicle must not be in motion while antenna unit is on window or hanger bracket.

KING Antenna not included.

CB1000 Carry Bag

KING One Pro fits securely inside. Features include zippered cover, foam padding, carry handles and pockets for cables, receiver and remote.

KING Antenna not included.



MB160 Mounting Bracket



MB160 Mounts to
Back of Vehicle

The KING One Pro is not compatible with the MB100 Mounting Bracket. Use of the MB100 will void warranty.

The use of any unauthorized mounting bracket will void warranty.

KING Antenna not included.

TR1000 Tripod Mount

Allows you to position your KING One Pro almost anywhere for best line-of-sight to satellite. Keeps antenna off the ground away from moisture.

KING Antenna not included.



TROUBLESHOOTING



If you connect or install the antenna unit using any of the vehicle's internal wiring/coax, and the antenna unit does not work properly, it could be the vehicle's wiring/coax. Connect a known good coax directly from the antenna unit to the power inserter and see if the problem goes away. If it does, the vehicle's wiring/coax is at fault. KING is not responsible for faulty vehicle wiring/coax.

| Symptom | Possible Cause | Troubleshooting |
|---|----------------------------------|--|
| Antenna unit does not scan for satellites. | No power to antenna unit. | Make sure antenna unit is connected to power inserter. Make sure power supply is plugged in and connected to power inserter. |
| Antenna unit scans but no picture on TV. | Improper connections made. | Make sure antenna unit is connected to power inserter, and power inserter is plugged in. Make sure powered receiver is connected to TV and the power inserter. |
| Antenna unit scans but does not find satellite. | Line-of-sight obstruction. | Move antenna unit to have a clear view of the southern sky. Start a new scan. |
| Picture on TV goes in and out. | Temporary obstruction of signal. | Heavy rain or snow may cause loss of signal. Reception will improve as weather clears. Make sure nothing is temporarily blocking view to the southern sky (like tree branches blowing in the wind). |

ViP211z, 211k, 211, 411 RECEIVERS

| Symptom/Message | Possible Cause | Troubleshooting |
|--|---|---|
| Receiver is stuck on "SYSTEM INFO" screen. | Access card is not fully seated in receiver slot. | Fully insert access card in receiver slot. On a ViP211z, this is located behind the front panel access door on left side of receiver. |
| Complete Signal Loss - 015 | <p>Obstructions to the antenna unit's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the antenna unit.</p> <p>You have selected a local channel but are outside of its spot beam area.</p> <p>Antenna unit has been moved.</p> | <ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna unit's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly and hand tightened. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 4) Verify you have selected a nationally broadcast channel (CNN, ESPN, etc.). <p>If antenna unit has been moved, initiate a new scan.</p> |
| No Satellites Found - 151 | <p>Obstructions to the antenna unit's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the antenna unit.</p> | <ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna unit's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly and hand tightened. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. |
| Partial Signal Loss - 002 | Obstructions to the antenna unit's view of the southern sky, such as tree branches, severe rain, etc. | <ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna unit's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly and hand tightened. 3) Try changing the channels to see if you are able to view live video. 4) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. |

| Symptom/Message | Possible Cause | Troubleshooting |
|--------------------------------|--|--|
| My remote is not working. | <p>Your batteries may need to be replaced.</p> <p>Your remote is not currently paired with your receiver.</p> <p>Remote is in wrong mode.</p> | <ol style="list-style-type: none"> 1) Check to make sure the batteries are properly inserted in your remote. If the SAT button on top of the remote does not light up when you press it, replace the batteries. 2) Set up your remote control: <ul style="list-style-type: none"> • Press the “SYSTEM INFO” button on the front panel of your receiver. The “System Info” screen displays. • Press and release the SAT button on your remote control. • Press and release the RECORD button. You may see the remote address change on the screen. • Press and release the SELECT button on your remote to continue. |
| Channel Signal Loss - 004 | Antenna unit has not tracked to the appropriate orbital slot upon channel change. | <ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. |
| No Program Guide - 023 | Your receiver has not yet acquired signal required to allow access to the electronic program guide. | <ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. |
| All Satellites Not Found - 150 | <p>Obstructions to the antenna unit’s view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Your physical location may be outside the footprint of the desired orbital slot.</p> | <ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna unit’s view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. |
| Sporting Event Blackout - 744 | Blackout patterns are applied based on the physical address on your account. Events outside the area surrounding your physical address may not be available. | N/A |

| Symptom/Message | Possible Cause | Troubleshooting |
|---|---|--|
| Over-the-Air Antenna Channels Missing - Error 739 | <p>The quality of reception and number of channels available depends on, among other things, the over-the-air antenna's placement and your location.</p> <p>Weather conditions may interfere with channel reception.</p> <p>You are in a new location and have not scanned for channels.</p> <p>VIP211z receivers do not have an over-the-air tuner built in.</p> | <ol style="list-style-type: none"> 1) Check that the wiring between your DISH receiver and your over-the-air antenna is configured properly. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Scan again for over-the-air antenna channels to your receiver: <ul style="list-style-type: none"> • Using the DISH remote, press MENU then 6-8 to access the local channels screen. • Select "Scan Locals." <p>DISH sells a separate over-the-air tuner. (DISH part number DISH-OTATUNER)</p> |
| Outside of Viewing Area - 120 | Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account. | N/A |
| Local Channels Interrupted - 536 | Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account. | N/A |
| Missing Channels. | <p>The electronic program guide may not be set to "My Channels."</p> <p>You may not have the orbital slots required to view the missing television programming.</p> | <ol style="list-style-type: none"> 1) Press the GUIDE button on your remote twice to display the "Favorites List Options" menu. Select "My Channels" using the arrow buttons on your remote. 2) Confirm that you subscribe to the missing channel by using dish.com/mychannels. 3) Perform a check switch test: <ul style="list-style-type: none"> • Using your DISH remote, press MENU then 6-1-1. Highlight the Check Switch Button then press SELECT. • Highlight "Scan" then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. 4) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. |
| Local Channels Missing. | Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account. | N/A |

| Symptom/Message | Possible Cause | Troubleshooting |
|--|---|---|
| Guide Information Not Available. | <p>Your receiver was not powered off at night to receive the nightly electronic program guide updates.</p> <p>Your receiver has not yet acquired signal needed to gain access to the electronic program guide.</p> | <ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Mobile Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight "Scan" then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. |
| Guide Time is Incorrect. | <p>The guide time may be incorrect if your receiver is not physically located at the address listed on your DISH account.</p> <p>The guide time will be incorrect if you are using the antenna unit in an area with a different time zone than the address listed on your DISH account.</p> | N/A |
| Video Pixels / Audio Pops. | <p>Obstructions to the antenna unit's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Your receiver's signal is low.</p> | <ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna unit's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Check that the coax cable between your receiver and the antenna unit is connected properly. |
| Programming Not Authorized - 005/013/014 | <p>You may not be subscribed to the channels you are trying to view.</p> <p>Your receiver has been unplugged or not connected to signal for a significant period of time.</p> | <ol style="list-style-type: none"> 1) Confirm that you subscribe to this channel by using dish.com/mychannels. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Call 800-333-DISH (3474), select TECH and then mention you need RV Tech Support. When prompted by the audio menu, enter the error number using your phone keypad and an activation command will be sent to your receiver. |

LIMITED WARRANTY

KING One Pro Satellite Antennas are thoroughly inspected and tested before leaving the factory, and are covered by the following limited warranty from the date of original purchase:

- Two-year parts warranty: The customer is not responsible for the cost of replacement parts if the original part is determined to be defective under the terms of the warranty. The customer is responsible for the cost of replacement parts after two years.
- One-year labor warranty: The customer is not responsible for labor costs to repair unit if labor is performed within the labor warranty period. The customer is responsible for all labor costs after one year.

Only KING and certified dealers may perform warranty evaluations and repairs. Depending upon the problem, KING may authorize a dealer to perform the necessary repairs. Any warranty labor outside of that performed at the factory is not covered unless 1) the product has been installed by an authorized dealer/installer or OEM manufacturer and 2) the dealer/installer receives prior authorization to perform the repair.

A certified dealer must not perform any repair without first contacting KING for a Service Order Number. KING will advise the dealer on how to proceed with any repairs.

Should any trouble develop during the warranty period, contact KING at (952) 345-8147. You must contact KING before the warranty period expires. The customer must supply proof of purchase (such as a dated sales receipt) when requesting warranty service. If the customer cannot supply proof of purchase, warranty period shall start 30 days after date of manufacture.

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

If inspection shows the trouble is caused by defective workmanship or material, KING will repair (or at its option, replace) without charge.

When returning product, KING will supply an RMA number (Return Merchandise Authorization). This number must be clearly written on the box. Failure to clearly write RMA number on box may result in delays in processing claim. Along with product, customer should include in the box: his/her name, address, daytime phone number, proof of purchase and description of the problem.

This warranty does not cover installation and external wiring, or remanufactured units. This warranty does not cover damage caused by the use of an accessory other than a KING accessory designed for the product. This warranty is not transferable from the original owner.

Due to the expanding and changing TV market, KING cannot be held responsible for changes made to satellite services. Software updates to address such issues are not covered under warranty.

This warranty also does not apply where:

- The product has been abused, misused, improperly installed or improperly maintained.
- The product has been used with an accessory other than a KING accessory designed for the product.
- Repairs have been made or attempted by others that are not certified by KING to do such repairs.
- Repairs are required because of normal wear and tear.
- Alterations have been made to the product.
- The product or any associated component has been opened without authorization or disassembled to any degree.
- Damage has been caused by power washing.
- Circumstances beyond the control of KING cause the product to no longer operate correctly.
- Customer is not the original owner.

In no event shall KING be liable for any indirect, incidental, or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of this warranty.

KING disclaims liability for any implied warranties, including implied warranties of "merchantability" and "fitness for a specific purpose," after the term of this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

FCC GUIDELINES

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not incur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Simply better, by design.™



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