



VQ4800 Owner's Manual

This manual contains detailed information on your KING Quest Pro.

To start using your KING Quest Pro right away,
see the Quick Reference Guide.



For DIRECTV®

IMPORTANT!

The KING Quest Pro is specifically designed to work with the DIRECTV 101 satellite to receive your favorite SD programming from DIRECTV.

The KING Quest Pro will work with non-SWM receivers, and select SWM-only receivers (see page 2). The use of SWM-only receivers requires SWM hardware (sold separately - see page 6).

The KING Quest Pro will not receive channels broadcast from DIRECTV's Ka band satellites at 99° and 103°.

The satellite TV market is expanding and changing. The information in this manual was accurate at the time of printing. If your KING Quest Pro does not operate as outlined in this manual, please call KING® at (952) 922-6889 or visit our website at kingconnect.com. KING is not responsible for changes outside of its control.

Please read this Owner's Manual thoroughly before using the KING Quest Pro. For additional maintenance and safety information see section 11.

PRODUCT REGISTRATION

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



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DIRECTV is a registered trademark of AT&T Intellectual Property.
DISH is a registered trademark of DISH Network L.L.C.
KING is a registered trademark of Electronic Controlled Systems, Inc. which is affiliated with neither Bell nor DIRECTV.
KING Quest Pro and Simply better, by design, are trademarks of Electronic Controlled Systems, Inc. which is affiliated with neither Bell nor DIRECTV.



1 INTRODUCTION

Thank you for purchasing a KING antenna!

The KING Quest Pro is specifically designed to work with the DIRECTV 101 satellite for SD programming and nationwide distant network local channels found on the 101 satellite. Other local area channels are broadcast from either the 101 or 119 satellites via spot beam transponders and have limited availability outside your immediate local area. If your local channels are broadcast from the 119 satellite, an optional universal controller KING #UC1000 (sold separately - see page 13) is required which allows the antenna to automatically switch between the 101 and 119 satellites to receive those channels.

LEGACY RECEIVERS

The KING Quest Pro is compatible with a variety of DIRECTV legacy receivers including Models D10, D11, D12, H20, H21, H22, H23, H24, HR20, HR21, HR22, HR23 and HR24. The connection diagram on page 4 shows how to use your KING Quest Pro with the included Power Inserter to receive programming from satellite 101.

To find out more about the KING UC1000 controller which allows you to receive programming from satellite 119 as well as the 101, contact KING or your local dealer.

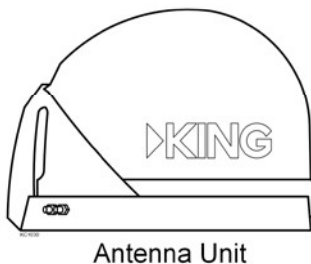
SWM-ONLY RECEIVERS

SWM-only receivers such as H25 and higher models are only compatible with the 101 satellite and require additional SWM hardware which is sold separately (see page 6).

NOTE: The KING Quest Pro may be used as a portable satellite antenna or as a roof-mounted antenna (see section 7 for roof installation instructions).

Unbox your KING Quest Pro and verify all components are present.

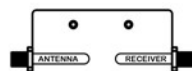
KING Quest Pro Box Contents



50' RG-6
Coax Cable



Short Coax Cable



Power Inserter



Power Supply



Owner's
Manual



Quick
Reference
Guide



Registration
Card



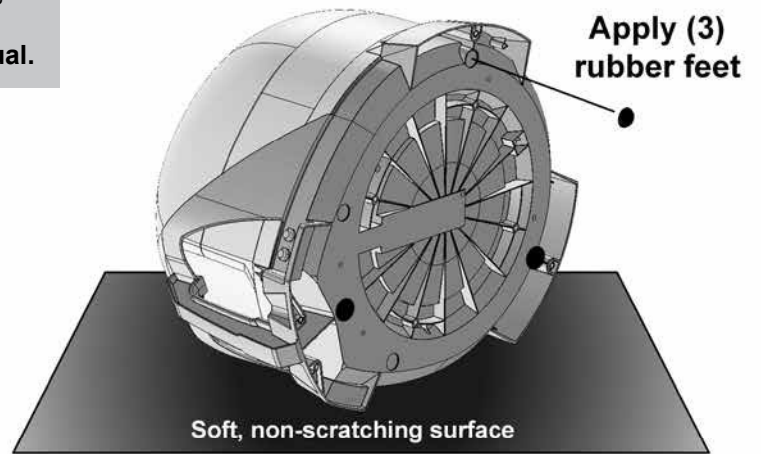
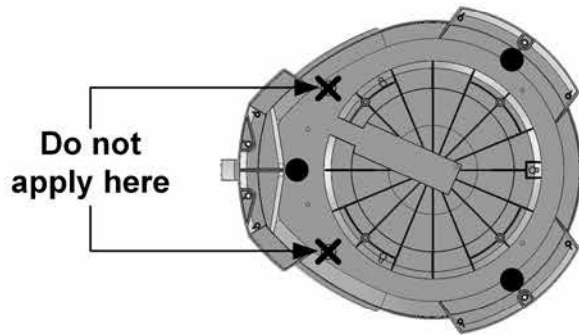
(3) Rubber Feet

2 APPLY RUBBER FEET TO ANTENNA UNIT

Lay the antenna unit on a soft, non-scratching surface, and apply the (3) rubber feet.

IMPORTANT!

If you are going to roof mount the antenna unit,
DO NOT apply the rubber feet.
See the roof installation section later in this manual.



3 SET UP TV AND RECEIVER

Set up your TV and receiver.

NOTE: For a list of compatible receivers, see kingconnect.com/dtv-receivers.

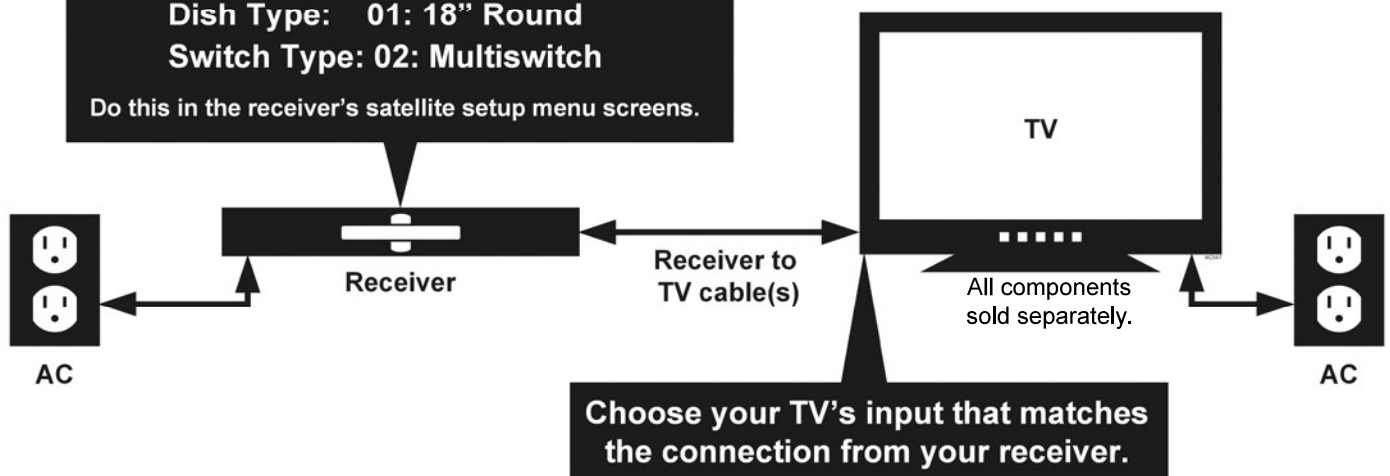


Receiver must be configured as follows:

Dish Type: 01: 18" Round

Switch Type: 02: Multiswitch

Do this in the receiver's satellite setup menu screens.



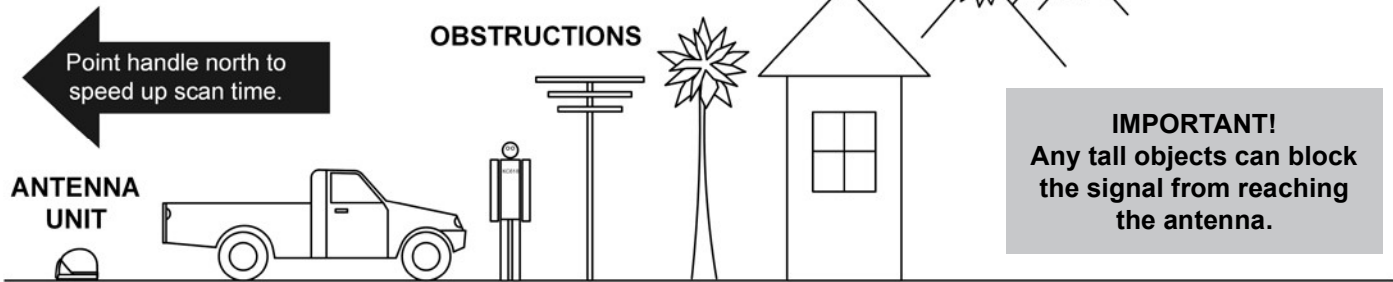
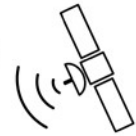
You must configure the receiver as shown above. Once completed, the receiver will default to these settings unless they are changed.

You must have a DIRECTV programming subscription.

4 OPERATION

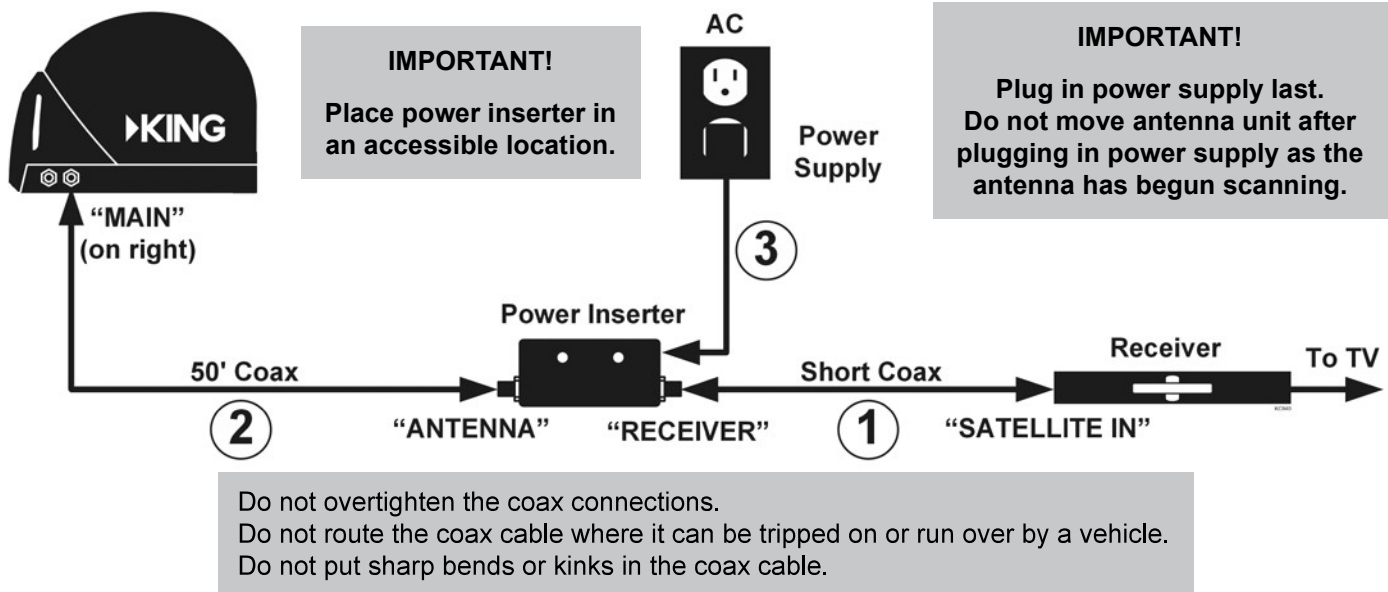
Place the antenna unit in a position with a clear view of the southern sky to scan for the DIRECTV 101 satellite.

SATELLITE IN SOUTHERN SKY



Place the KING Quest Pro on a stable and reasonably level surface with a clear view of the southern sky. When placing the KING Quest Pro in position, be sure surface is dry and free of loose dirt or sand.

Make connections 1-3 in the order shown.



When all connections are made, the antenna will scan for the DIRECTV 101 satellite.

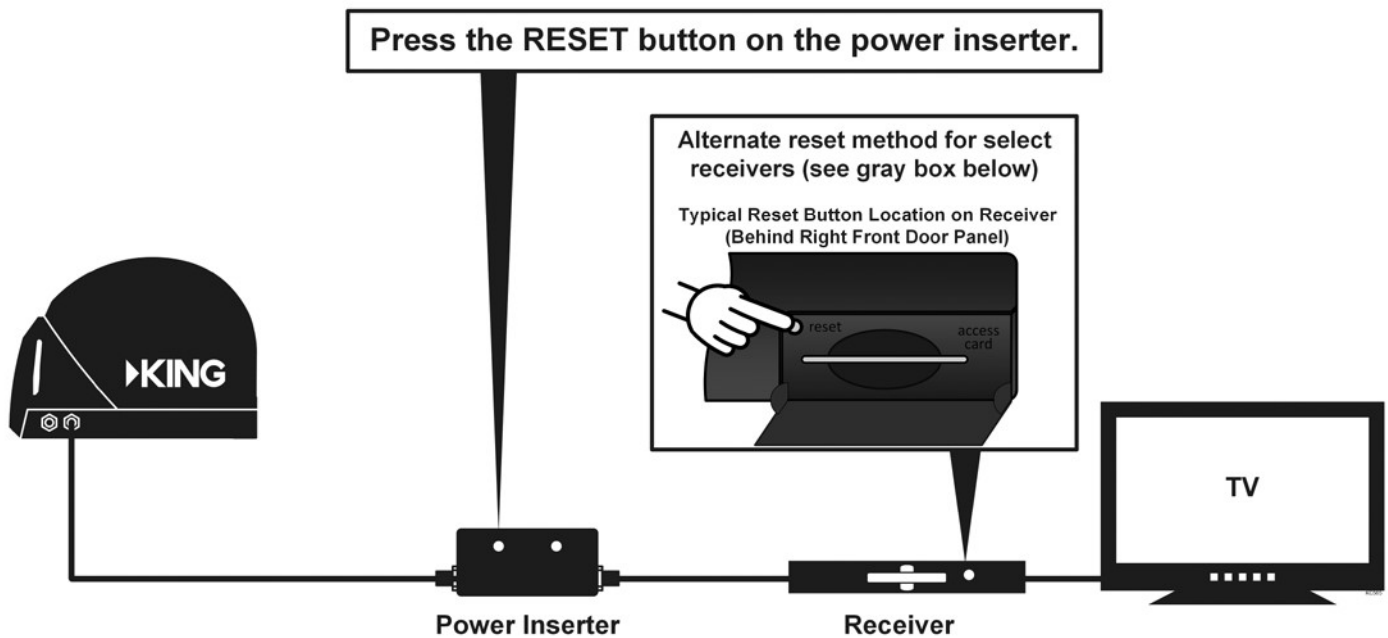
When the satellite is found, your programming will appear. Enjoy!

PLEASE BE PATIENT!

The antenna unit may lock onto the satellite in as little as 2 minutes, but may occasionally take up to 10-15 minutes.

The KING Quest Pro is not programmed to lock onto the 119 satellite, so you will not receive your local channels if they are broadcast from the 119. If you wish to receive programming from the 119 as well as the 101, you can replace the power inserter with the KING UC1000 Controller (sold separately - see your dealer or our website kingconnect.com for details.)

If you wish to start a new scan (for example, the unit gets moved and you lose reception):



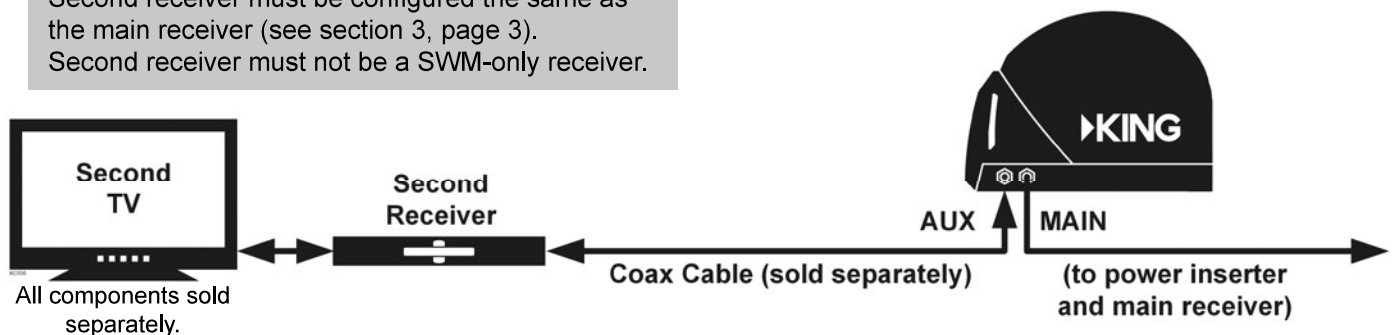
Pressing the power inserter's RESET button is the preferred method to start a new scan, but there are two alternate methods as well:

- Disconnect and reconnect the coax from the MAIN port on the antenna unit.
- Press the RESET button on the receiver (this option works for select receivers only, such as models D12, H24 and HR24).

5 USING A SECOND RECEIVER

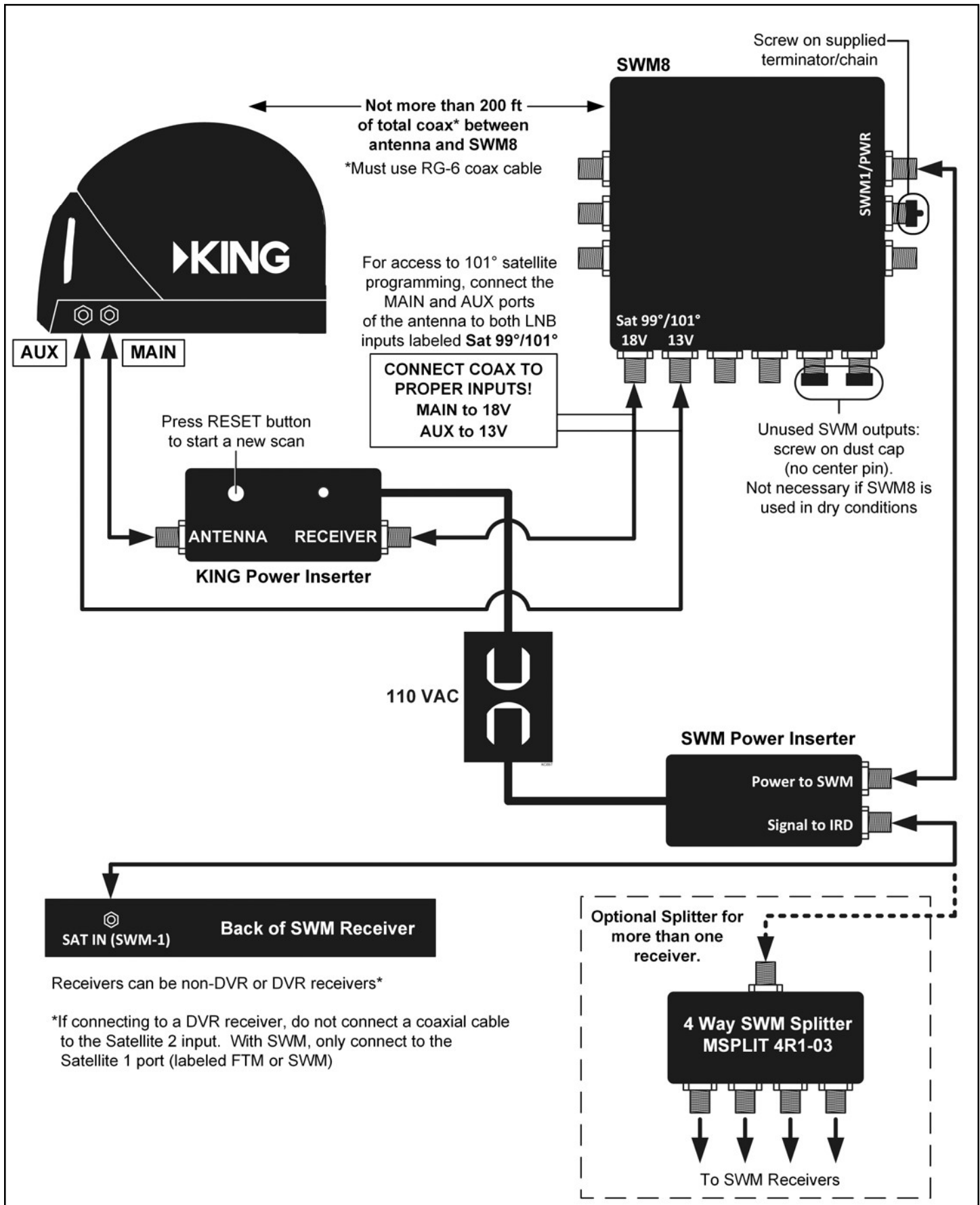
You can connect a second receiver and TV to the AUX port on the antenna unit.

Second receiver must be configured the same as the main receiver (see section 3, page 3).
Second receiver must not be a SWM-only receiver.



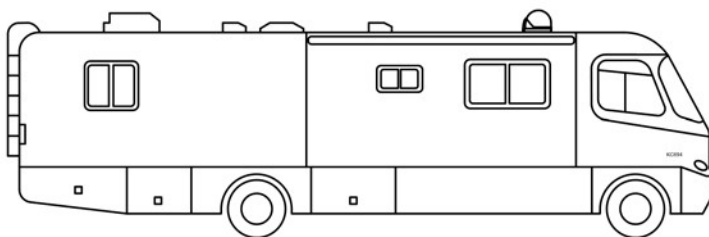
If your main receiver has a second "satellite in" port and built-in DVR, you can connect this input to the AUX port to record programs on a different channel than the one you are watching.

6 SWM-ONLY RECEIVER CONNECTIONS



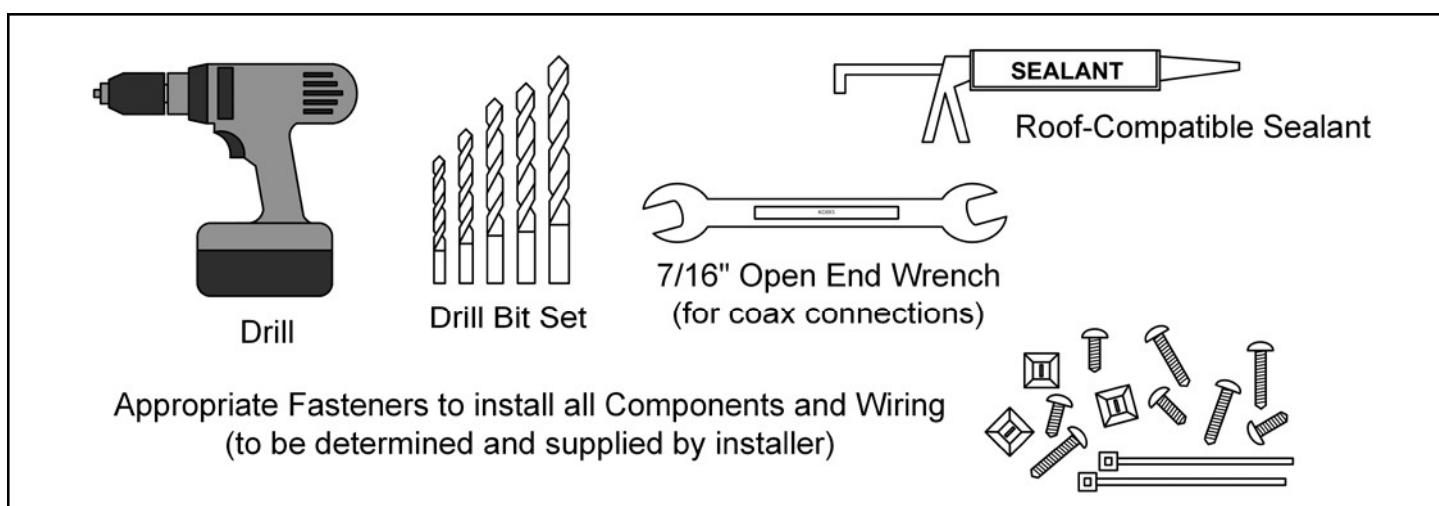
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7 ROOF INSTALLATION



If you wish to semipermanently mount the antenna unit (allowing you to remove it for use as a portable) you can mount it with the MB600 removable feet or the MB700 Quick Release Roof-Mount Kit (see page 13).

1. Make sure you have the following tools and materials before starting.



NOTE: Many RVs are prewired with RG-6 coax cable for satellite antennas. Contact the manufacturer of your RV or your local RV dealer to verify where this cable is located.

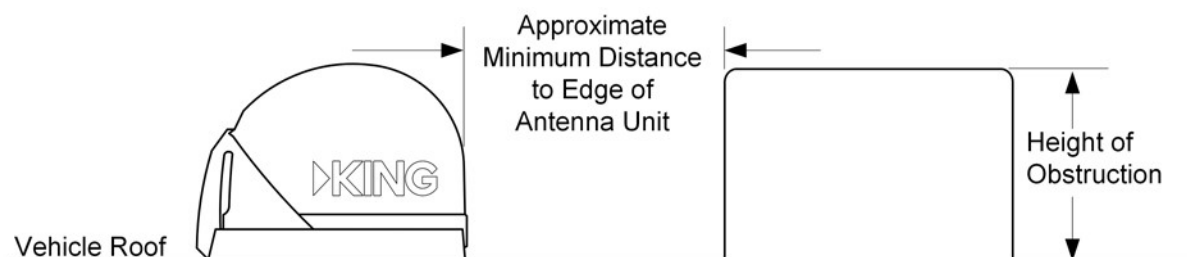
If prewired, run the existing coax cable from the prewire location in the roof to the antenna unit. When choosing the antenna unit location, make sure the prewiring will reach the antenna unit.

ANTENNA UNIT LOCATION (See Illustration on next page)

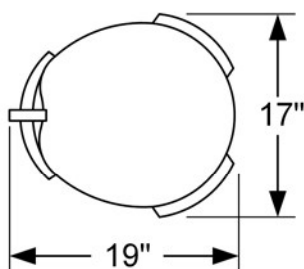
2. Select an area on the roof for the antenna unit and the location where the wiring will enter the vehicle through the roof to the satellite receiver inside using the following criteria:
 - A shorter distance between the antenna unit and the satellite receiver is most desirable.
 - Make sure you have enough room to mount the antenna unit.
 - The antenna unit should be mounted on the center line of the vehicle, and not tilted more than 2 degrees in any direction.
 - There must be no “line of sight” obstructions. Air conditioning units, other antennas, and storage areas that are too close to the antenna unit may prevent the satellite signal from reaching the antenna unit.
 - Mount the antenna unit with the handle to rear of the vehicle.

ANTENNA UNIT LOCATION

HEIGHT OF OBSTRUCTION	APPROXIMATE MINIMUM DISTANCE TO EDGE OF ANTENNA UNIT
10"	8"
11"	10"
12"	12"
13"	14"
14"	16"
15"	18"
16"	20"

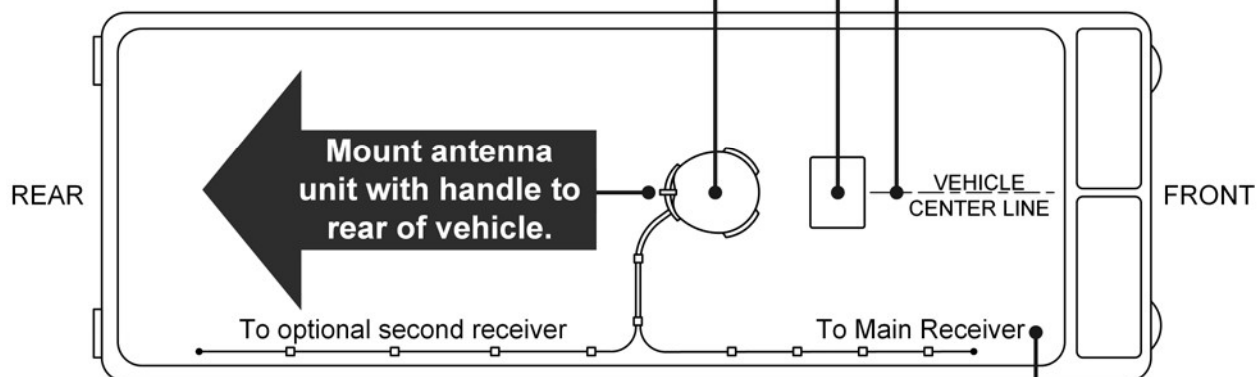


Do not mount antenna unit too close to obstructions.



Choose a location with adequate space.

Mount antenna unit on center line of vehicle.



Try to install antenna unit as close as possible to main receiver to minimize coax length.

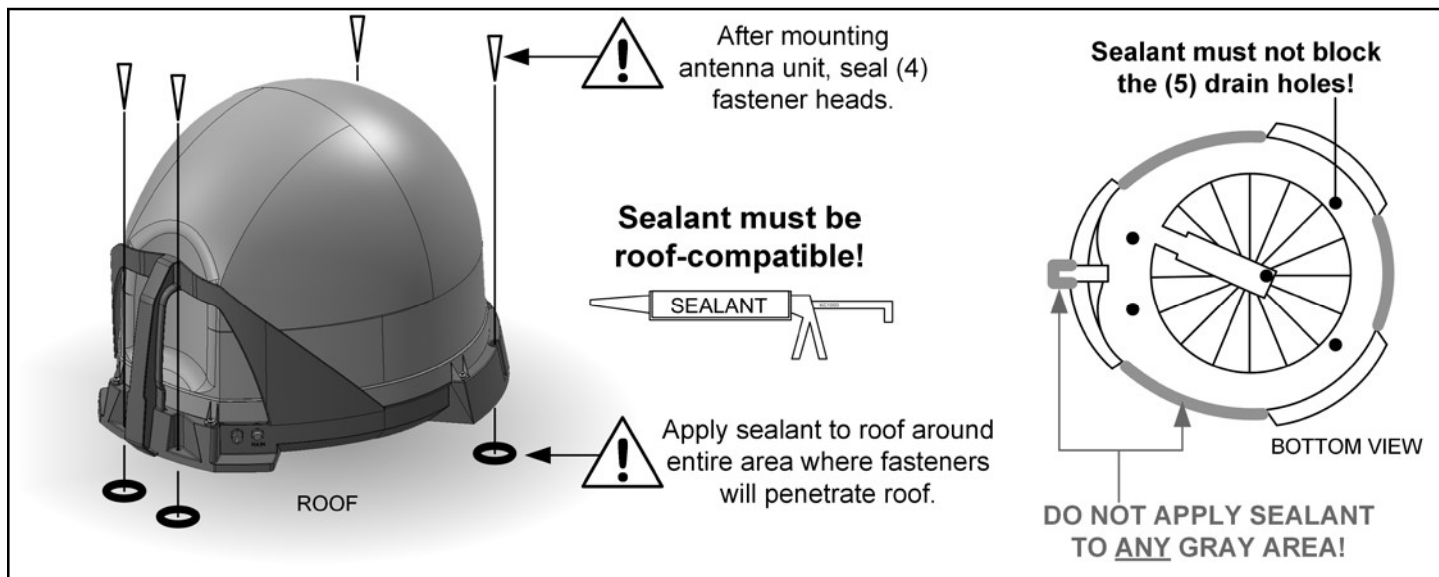
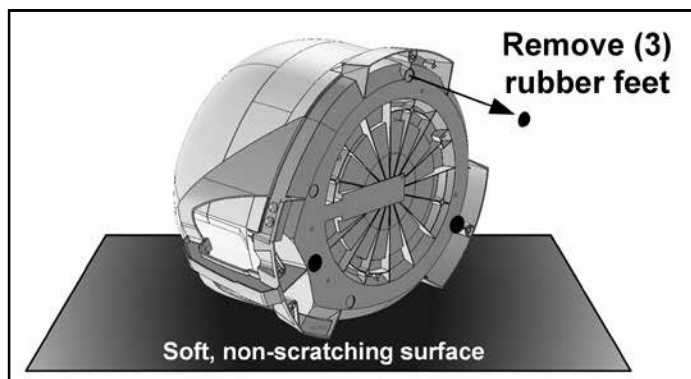
The installer is responsible for determining the most appropriate fasteners to secure the antenna unit to the roof. Depending on the roof material, fasteners such as lag screws, well nuts, sheet metal screws, toggle bolts and T anchors may be used, and should always be used in combination with a **roof-compatible sealant**.

IMPORTANT! The installer is responsible for weatherproofing all holes (except drain holes) with sealant.

3. If the rubber feet have been installed, remove them from the bottom of the unit.

DO NOT INSTALL UNIT ON ROOF WITH RUBBER FEET IN PLACE.

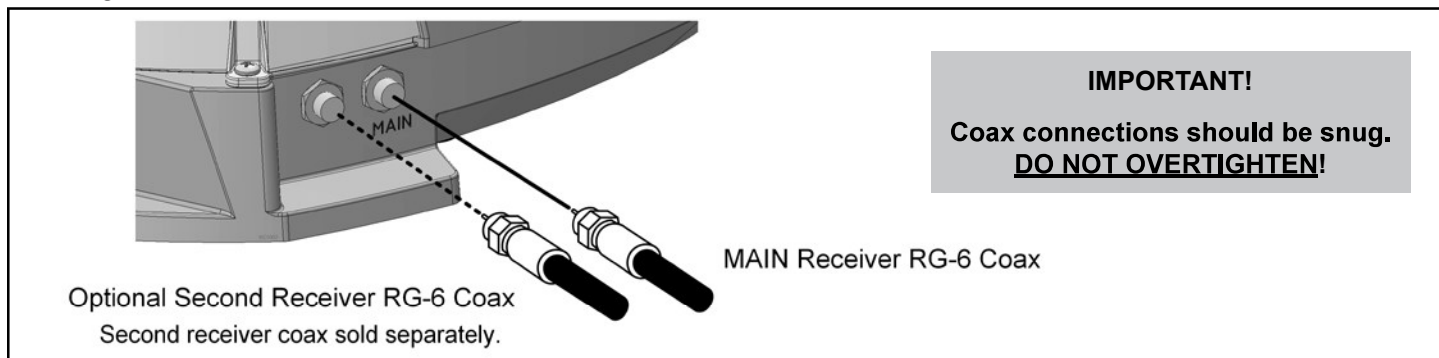
4. Apply **roof-compatible** sealant to roof around entire area where fasteners will penetrate the roof. Mount the antenna unit using the (4) mounting holes. After mounting unit, seal fastener heads with **roof-compatible** sealant.



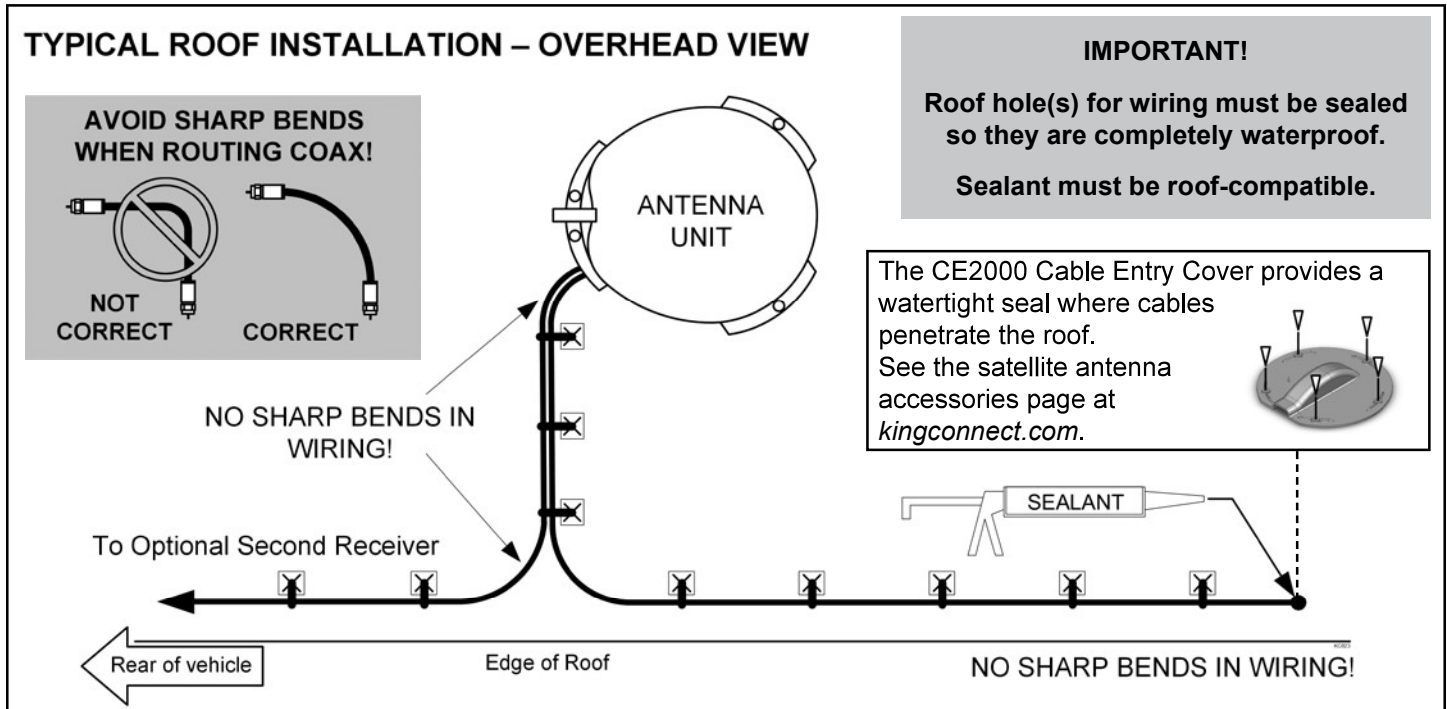
There are two coax ports on the back of the antenna unit. The one labeled "MAIN" **MUST** be connected to the main receiver in vehicle. The one labeled "AUX" can be used for an additional receiver if desired.

5. Connect one end of 50 foot coax cable to the MAIN port and tighten connection (see below). **DO NOT OVERTIGHTEN.**

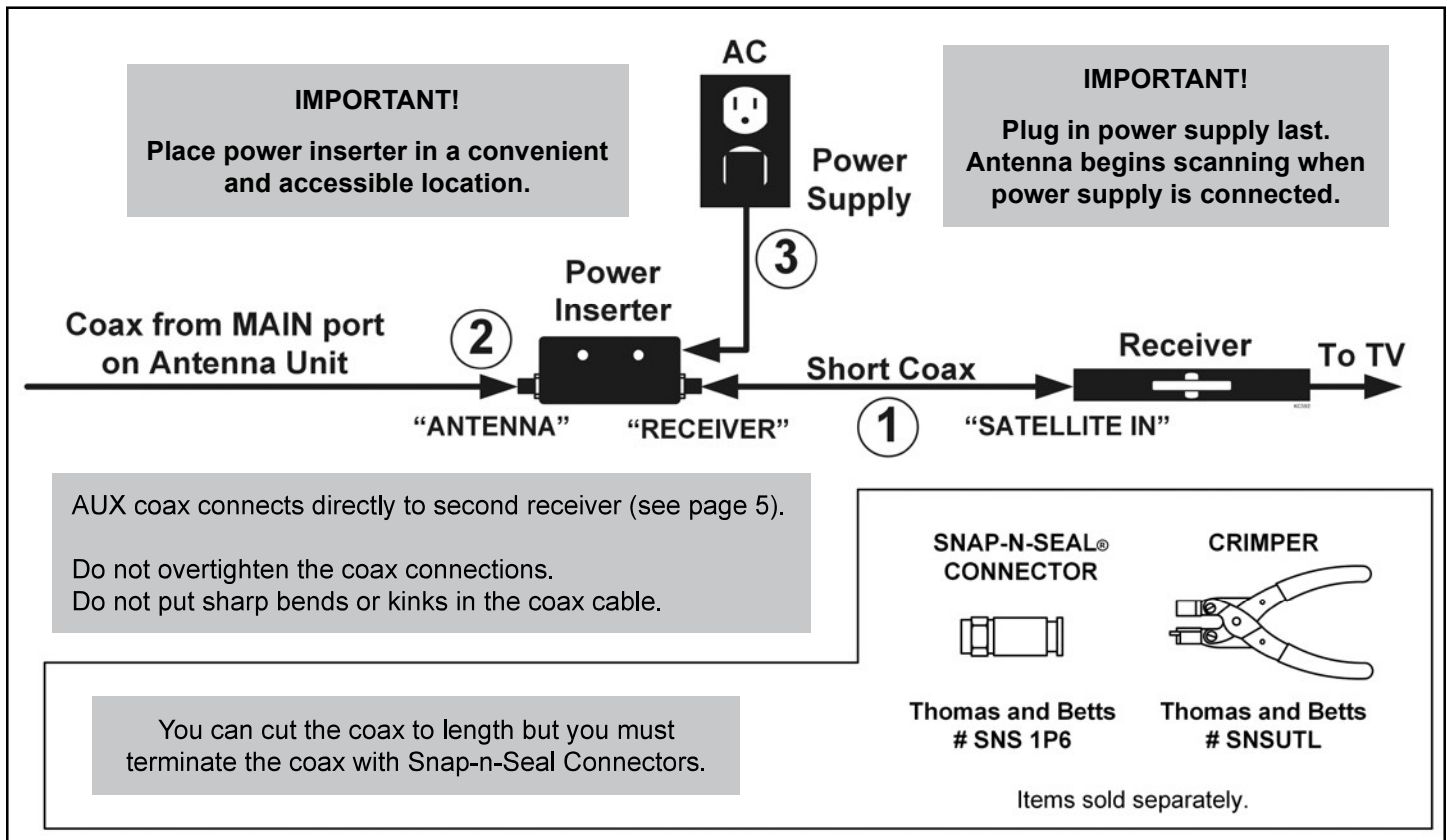
If using a second receiver, connect end of second coax (sold separately) to the AUX port. Tighten connection. **DO NOT OVERTIGHTEN.**



6. Run coax from the antenna unit to the roof edge, then along edge to location where coax will be fed into the vehicle. If installing an optional second receiver, run second coax to location where it will enter the vehicle. Secure (both) coax to roof every 12-18 inches (see below).
7. Drill 3/4" hole through the roof and into the cabinet where receiver is stored. Feed coax down through hole. Seal opening with roof compatible sealant so that it is completely waterproof (inside and outside of the 3/4" hole). Repeat for second coax if present.



8. Inside vehicle, make connections 1-3 in order shown below.



8 TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE	COURSE OF ACTION
Antenna unit does not scan for satellites.	No power to antenna unit.	Make sure antenna unit is connected to power inserter. Make sure power inserter is powered (LED will be lit).
	Antenna unit needs to be reset.	Press RESET on 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 power inserter and TV.
Antenna unit scans but does not find satellite.	Line of sight obstruction.	Move antenna unit to have a clear view of the southern sky. Press RESET on power inserter to 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).

9 SECURITY FEATURE



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

NOTE:

The optional KING Controller can be used as an alarm to deter theft as well (see next page).

→ To a secure object

Cable sold separately.

10 ACCESSORIES (Sold separately - see kingconnect.com/products/accessories)

TR1000

Tripod Mount

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

KING Quest Pro not included.



CB1000

Carry Bag

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

KING Quest Pro not included.



UC1000

Multiservice Controller and Alarm



Enables the antenna unit to work with DIRECTV satellite 119 as well as the 101, and with DISH® or Bell TV™ services (with paid programming subscription).

Sounds an alarm if the coax is disconnected from the antenna unit (antenna unit must be on or in sleep mode).

CAUTION! Do not use with the power inserter. If power inserter is present, remove before adding the controller.

MB600

Removable Mounting Feet



MB600 Feet
mount to Vehicle Roof

The MB600 removable mounting feet allow semipermanent mounting of your KING Quest Pro on your vehicle roof.

KING Quest Pro not included.

MB700

Quick Release Roof-Mount Kit

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

KING Quest Pro not included.

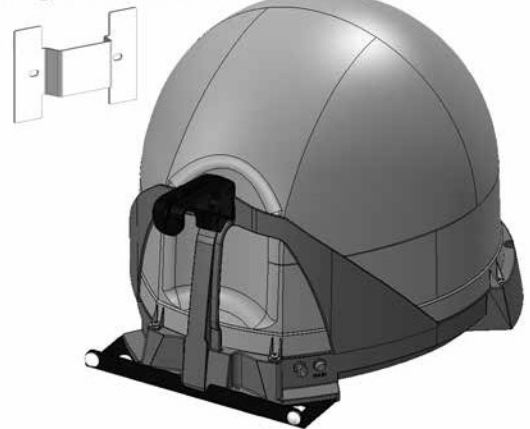


MB700 permanently
mounts to Vehicle Roof

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 Quest Pro not included.

MB160

Mounting Bracket



The KING Quest 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 Quest Pro not included.

11 MAINTENANCE AND SAFETY INFORMATION

SAFETY INFORMATION

1. Keep this Owner's Manual and the included Quick Reference Guide in a safe place for future reference.
2. Follow all instructions and warnings. Set up and operate the KING Quest Pro in accordance with the instructions.
3. Always handle the KING Quest Pro product carefully. Do not drop the KING Quest Pro. Avoid excessive shock or vibration to the KING Quest Pro.
4. Use caution when carrying the KING Quest Pro. Always carry the KING Quest Pro by the handle.
5. Do not operate near any indoor or outdoor heat source such as radiators, heat registers, stoves, barbecues, campfires, or other items that produce heat.
6. Do not stack the KING Quest Pro on top of or below other electronic devices as this can cause heat buildup or block the satellite signal from reaching the KING Quest Pro.
7. Keep the enclosure clean from dirt, bugs, and other debris by hand washing with mild soap and water.
8. Do not power wash the KING Quest Pro. Do not submerge the KING Quest Pro or place in standing water.
9. To avoid risk of electrical shock, unplug the power inserter before connecting the KING Quest Pro in damp or wet conditions.
10. Do not remove the cover of the KING Quest Pro without prior authorization. Doing so will void the Limited Warranty.
11. Do not coat or paint the KING Quest Pro with any substance.
12. 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.
13. 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.

The KING Quest Pro has been designed to be maintenance and trouble free. If not using the KING Quest 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 Quest 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.

12 LIMITED WARRANTY

KING Quest 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) 922-6889. 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 the warranty.

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

NOTES:

Simply better, by design.™



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