

Troubleshooting Steps

ERROR CODES

- ❗ The following error codes indicate a receiver re-hit is needed: 711, 721, 722. Please contact EpicVue Customer Service: (866) 900-4434.
- ❗ The following error codes indicate the EpicVue dome is not locking onto a signal: 771, 772. Please see the instructions below for troubleshooting tips.
 - 1/ Make sure the EpicVue dome has an unobstructed view to the south eastern sky (i.e., tree, telephone pole, building, trailer and/or other tractors). If needed, move the tractor to ensure the dome has a clear line of sight.
 - 2/ Turn DIRECTV receiver off.
 - 3/ Power down the EpicVue dome as referenced previously in your unit's TURNING OFF section.
 - 4/ Check the coaxial cables to make sure they are securely connected. One of the coaxial cables should be connected from the MAIN PORT on the EpicVue dome to the INPUT 1 outlet on the back of the DIRECTV receiver (Stationary units have this coaxial cable connected to the power adapter and then from the power adapter to the DIRECTV receiver INPUT 1). The other cable should be connected from the SEC PORT on the EpicVue dome to the INPUT 2 outlet on the back of the DIRECTV receiver. You can distinguish between these two cables by identifying the cable that has the fine white print on it and tracing it first.
 - 5/ Check that the HDMI cable is securely connected to the receiver and the TV.
 - 6/ Press the INPUT button on the black TV remote and make sure the correct MODE has been selected (i.e., HDMI for DIRECTV programming or antenna for local area channels).
 - 7/ Turn the DIRECTV receiver and EpicVue dome back on. Wait 5 minutes while the receiver boots up to display programming.
 - 8/ Lastly, double check the settings as previously outlined under the DIRECTV RECEIVER SETTINGS section.

DOMES WITH EPICVUE POWER BOX

If any of the 4 lights on the EpicVue Power Box are faint, please take the following steps. If only two are lit then press the power button located to the right of the lights on the adapter. The lights are listed in numerical order below from left to right:

- 1/ Voltage: Check to make sure it's plugged in with a power adapter.
- 2/ Receiver: Coaxial cable from adapter to receiver has a bad or poor connection. Ensure that the cable connection is finger tight (if the cable is too tight, it can damage the EpicVue Power Box). If issue persists, try replacing the coax cable.
- 3/ Dome: If the light is dim, check for loose cables and finger tighten if necessary.
- 4/ Power Button: If the button is pressed in, then this light should be on. If it's not, check to make sure it's plugged in.

IMPORTANT FACTS TO REMEMBER

- 1/ inMotion units have an italicized green "i" on the end of the EpicVue logo located on the EpicVue dome.
- 2/ inMotion units work while the truck is moving. You will hear the EpicVue dome moving occasionally while the truck is moving and the unit is on. The dome is just working to keep the signal locked on.
- 3/ When the inMotion EpicVue dome is blocked (i.e., while going through a tunnel, under a bridge, etc.) programming will not be available. Once removed, the programming should return without having to reset the unit.
- 4/ The standard operating temperature of the EpicVue Dome is -13F or above.
- 5/ Movies OnDemand and Pay-Per-View services are not available with this package.
- 6/ The NFL Sunday Ticket (700 channel series) is only available during the NFL season.

Contact Us

p/ 866-900-4434
a/ 4141 South Highland Drive, Suite 100
Salt Lake City, UT 84124
w/ epicvue.com

Orientation video available at
epicvue.com/DriverOrientation

Driver Quick Tips can be found online at
epicvue.com/DriverQuickTipsSM

See full channel lineup online at
epicvue.com/ChannelLineup

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Orientation video available at
epicvue.com/DriverOrientation

Getting Started

Your EpicVue Satellite dome is powered on by one of three ways: Light Switch, Cigarette Lighter Adapter, and EpicVue Power Box. Begin by determining which power source your dome uses and turn it on with:

- Light Switch – Flip to the on position.
- Cigarette Lighter Adapter – Plug into Cigarette lighter outlet.
- EpicVue Power Box – Press in the button on the front, ensuring that the 4 green lights are lit.

- 1/ Listen for the dome (should sound like a soft humming). The dome typically will lock onto a signal and stop moving within 30 second to 1 minute. If the dome was already powered on, go ahead and power it off, and then back on.
- 2/ Power on the TV and the DIRECTV Receiver (usually powered on with a power strip connected to your power inverter on the truck).
- 3/ Make sure the TV is on the HDMI input (at the top right of the remote there will be a source/input button that you can press multiple times until you can see that HDMI is selected).
- 4/ The receiver generally takes about 4 to 5 minutes to power up and receive signal.
- 5/ Kick back, relax, and enjoy your favorite shows!

Powering Off Equipment

inMotion DOME

It is not necessary to turn off the inMotion unit (DIRECTV receiver, TV, EpicVue inMotion dome) unless you want to save energy or prevent the dome from attempting to lock onto the signal. When the EpicVue dome is off, scheduled recordings will not be able to record.

STATIONARY DOME

It is important to power off the dome while not in use. This will conserve battery power and will extend the life of the unit.

DIRECTV RECEIVER

Power off the DIRECTV Receiver by unplugging it from the power strip. This will ensure that the receiver cannot power on while driving and will greatly extend the life of the unit.

DIRECTV Receiver Settings

Note: By default, these settings should have been setup during installation. As such, only use the following instructions if you have inadvertently changed your satellite settings or if you are troubleshooting.

- 1/ Press the MENU button on your white DIRECTV remote.
- 2/ Scroll down to SETTINGS & HELP.
- 3/ Select SETTINGS.
- 4/ Select SATELLITE.
- 5/ Select REPEAT SAT SETUP. (If required press the DASH symbol “-” which is located below the # 7 on your remote.)
- 6/ Make sure the following types are selected:
 - DISH TYPE set to 18" LNB (or 01 ROUND DISH 18).
 - RB/INTL set to NONE SELECTED.
 - SWITCH TYPE set to MULTISWITCH.
 - TUNERS set to DUAL.
- 7/ Then select the SATELLITE SIGNAL.
 - If most of the transponders show a number other than 0, select DONE and continue to Step 8.
 - If every other transponder is showing 0, return to the fleet for troubleshooting help.
 - If all transponders show 0, flip the wall plate switch or unplug the cigarette lighter to turn off the EPICVUE dome and then turn it back on. Wait 2 minutes while the dome locks onto the satellite signal. If all transponders still show 0, refer to the Troubleshooting section and start with step #1 under Error Codes. If the dome does not seem to be moving or making any noise, then there is a power issue. Check your fuses or return to the fleet for help.
- 8/ Select CONTINUE to verify the setup.
- 9/ Once you have verified the setup, download the program guide. When the status bar reaches 100%, select CONTINUE.

Syncing Your Remote

- 1/ Point the top of the remote as close as possible to the blue DIRECTV logo on the DIRECTV receiver.
- 2/ Press the MENU button on your white DIRECTV remote.
- 3/ Scroll down to the SETTINGS & HELP.
- 4/ Select SETTINGS.
- 5/ Scroll down to REMOTE CONTROL.
- 6/ Select PROGRAM REMOTE.
- 7/ Select TV TYPE.
- 8/ Enter the model number on the back of your TV.
- 9/ Follow the instructions on the TV screen.

DVR Services

Note: The DVR allows you to watch TV and record another show simultaneously or you can record two shows at the same time. However, the receiver and dome must be locked onto a signal in order to record DIRECTV programming.

HOW TO RECORD USING YOUR DVR

- 1/ To record a single episode, press the RECORD button on your remote once.
- 2/ To record an entire season, press the RECORD button on your remote twice.

HOW TO ACCESS YOUR RECORDINGS

- 1/ Press the LIST button on your white DIRECTV remote.
- 2/ Scroll through recorded shows.
- 3/ Select desired show; press SELECT on the remote.

Over-The-Air Antenna

LOCAL AREA CHANNELS

Note: This service only works while the truck is stationary; it will not work while the truck is in motion. The local area antenna receives power for its amplifier through the USB cord plugged into the back of the DIRECTV receiver. To access local area channels, run a channel scan every time you change locations. (see www.dtv.gov/map).

- 1/ With the TV on, press the SOURCE button on the black TV remote.
- 2/ Select TV as the source.
- 3/ Press the MENU button on the black TV remote.
- 4/ Select BROADCASTING.
- 5/ Select AUTO PROGRAM.
- 6/ Select Start.
- 7/ Select SCAN.

It is important to allow the device to completely scan to 100%. If the device is not allowed to search for all available stations, some could be missing from the channel list.

Troubleshooting?

Call 866-900-4434