



# Troubleshooting Guide



*Satellite Solutions for Mobile Markets*

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# TABLE OF CONTENTS

Section	Contents	Page
1.	INTRODUCTION .....	2
2.	WARRANTY INFORMATION and BLOCK TIMES .....	3-4
3.	9630 & 9630-LP AUTOSCAN .....	7-19
	Part 1: Serial Number 169999 and lower	
	Basic Operation .....	8
	Keypad Functions .....	9
	Wiring Diagrams and Keypad Flowcharts .....	10-13
	Part 2: Serial Number 170000 and higher	
	Basic Operation .....	14
	Keypad Functions .....	15
	Wiring Diagrams and Keypad Flowcharts .....	16-19
4.	9702 & 9702-LP AUTOMATIC .....	21-41
	Basic Operation .....	22
	Keypad Functions .....	23
	Display and Programming Codes .....	24
	Wiring Diagrams and Keypad Flowcharts .....	26-35
	Serial Number 169999 and lower	
	Wiring Diagrams and Keypad Flowcharts .....	36-41
	Serial Number 170000 and higher	
5.	REFERENCE: 9630, 9630-LP & 9702, 9702-LP .....	43-54
	Elevation Maps .....	44-46
	Zone Maps .....	48-51
	Definition of Terms .....	52
	Direct to Circuit Board Cable .....	53
	2 Part Removable Dome Feet .....	54
6.	9760/62 & 9760/62-LP TRAC-KING .....	57-93
	Basic Operation .....	58
	Set Region .....	59
	Set Satellite .....	60-61
	Troubleshooting .....	62-63
	Wiring Diagrams and Flowcharts .....	64-72
	Option 21 Re-initialize and 0-Recalibrate .....	74-75
	Magnetic Calibration .....	76-77
	Mechanical Calibration .....	78
	Show Mode Run .....	79
	Wiring Diagrams .....	80-83
	Trac-King Controller Navigation and Diagnostic Pages .....	84-90
	Definition of Terms .....	91
	2 Part Removable Dome Feet .....	92
	WARRANTY CONSIDERATION FORM .....	96

**The King Controls Service Department is dedicated to providing its dealers and customers with the highest possible level of satisfaction and service.**

**Welcome to King Controls.**

The satellite TV market is expanding and changing. The King Controls Service Department stays up to date with the latest information to assist you in keeping troubleshooting and repair time to a minimum.

When calling our service department, a King-Dome technician will issue a Service Order Number and then clearly define the proper course of action to follow. Additionally, the King-Dome technician will create a call log to aid in properly documenting the warranty claim.

**Remember, for warranty reimbursement, you must call King Controls for a Service Order Number before performing any work.**

Every King Controls Satellite System is covered by a **TWO YEAR PARTS AND ONE YEAR LABOR** limited warranty from the date of original purchase.

This warranty does not cover installation and external wiring, or refurbished units. This warranty also does not apply where:

- The product has been abused, misused, improperly installed or improperly maintained.
- Repairs have been made or attempted by others that are not certified by King Controls to do such repairs.
- Repairs are required because of normal wear and tear.
- Alterations have been made to the product.

### **PROCESSING A WARRANTY CLAIM**

Note: Only King Controls certified dealers are authorized to perform warranty evaluations and repairs.

- 1) Technician must first determine if the unit is under warranty by verifying original owner and date of original purchase. Dealer must provide one of the following when submitting a warranty claim:
  - copy of original purchase receipt, or
  - if unit was installed by an OEM, verification of in-service date
- 2) Technician must call King Controls to get a Service Order Number (1-800-982-9920).  
**TECHNICIAN MUST NOT PROCEED WITHOUT A SERVICE ORDER NUMBER.**
  - A King-Dome technician will issue a Service Order Number and advise technician on how to proceed.
- 3) After repairs are completed, the following must be sent to King Controls:
  - Defective Part (Warranty Labor Claim will not be processed until part is returned.)
  - Warranty Consideration Form
  - Copy of Work Order
  - Proof of Purchase

### **KEY POINTS**

- 1) Technician must have the proper King-Dome Diagnostic Tool.
- 2) For units in service longer than one year, the customer is responsible for labor time.
- 3) Installation parts (coax, power and data cables, etc.) are not covered.
- 4) Replacement parts (including domes) are sent directly from King Controls. **DO NOT USE NEW PRODUCT FOR WARRANTY REPLACEMENT WITHOUT WRITTEN AUTHORIZATION FROM KING CONTROLS.**
- 5) Technician must call King Controls before performing any work for which warranty labor reimbursement will be submitted to King Controls. A King-Dome technician will issue a Service Order Number and specify the allotted time for the repair. If repairs will take longer than the allotted time, and the servicing dealer wishes to receive proper reimbursement, the technician must receive prior authorization to exceed the allotted time.
- 6) Warranty claims must include: proof of purchase, Warranty Consideration Form with Service Order Number, and copy of work order with labor time which matches that allotted by King Controls.
- 7) King Controls shall reimburse the servicing dealer for warranty work at their published labor rates.
- 8) Enclose paperwork with defective part. Clearly mark the Service Order Number on outside of box.

# TROUBLESHOOTING BLOCK TIMES

Time is listed in minutes.

<b>9630, 9630-LP AUTOSCAN</b>	
Level Can and Circuit Board	60
Elevation Motor Assembly	60
Azimuth Motor Assembly	60
LNB with position marked	60
Elevation Calibration Procedure	30
<b>9702 AUTOMATIC</b>	
Circuit Board and LNB Kit	60
Elevation Motor Assembly	60
Internal Main LNB Coax	45
<b>9702-LP AUTOMATIC</b>	
Level, Circuit Board, LNB Kit	60
Elevation Motor Assembly	60
Azimuth Motor Assembly	60
<b>9760/62, 9760/62-LP, 9762-SW</b>	
Upper Rotary Cable	45
Tuner	45
Display	30
RF Board	60
Compass Stick	45

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## Section 3

# AUTOSCAN

## 9630, 9630-LP

**IMPORTANT!** Some of the 9630 and 9630-LP functions have changed slightly starting with serial number 170000. This section is divided into two parts corresponding to the two serial number ranges.

Please make sure you are using the correct procedure for the serial number of the unit you are working on. Each procedure notes the serial number range at the top of the page.

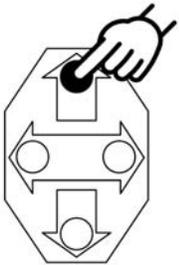
Note: For more detailed installation information, please refer to the 9630 & 9630-LP Installation and Operating Instructions Manual available on our website at [www.kingcontrols.com](http://www.kingcontrols.com).

# PART ONE: Serial Number 169999 and lower

## Basic Operation

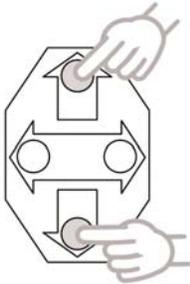
1. Turn TV and satellite receiver on.
2. Go to the signal meter screen on TV.  
Choose transponder number: 

<b>Dish Network</b>	<b>#11</b>
<b>DIRECTV</b>	<b>#19</b>
3. Enter local zip code on signal meter screen to determine satellite elevation. If you do not know your local zip code, determine your elevation from the elevation maps in the Reference Section.



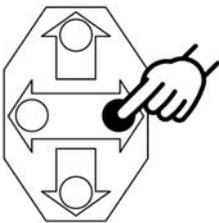
4. Press **UP** arrow on King-Dome Controller to turn King-Dome on.

Note: The King-Dome Controller will count down from 99 to 00 and then display **OH**.

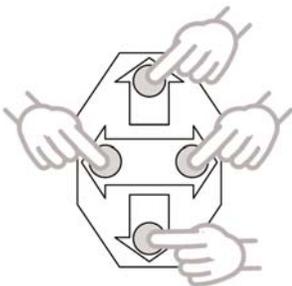


5. Press **UP** or **DOWN** arrow on King-Dome Controller to display dish elevation and match to elevation on TV signal meter screen or elevation from the elevation maps in the Reference Section.

**IMPORTANT!** In Step 6, as soon as you begin holding the right arrow, you must continuously monitor the TV signal meter screen until signal appears on TV.



6. Press and hold **RIGHT** arrow until Controller begins flashing "77." **Remember, you must watch for signal strength on TV!** Dish will automatically perform a 360 degree scan for satellite. When signal strength appears on TV, momentarily press **ANY BUTTON** to stop the dish from rotating.



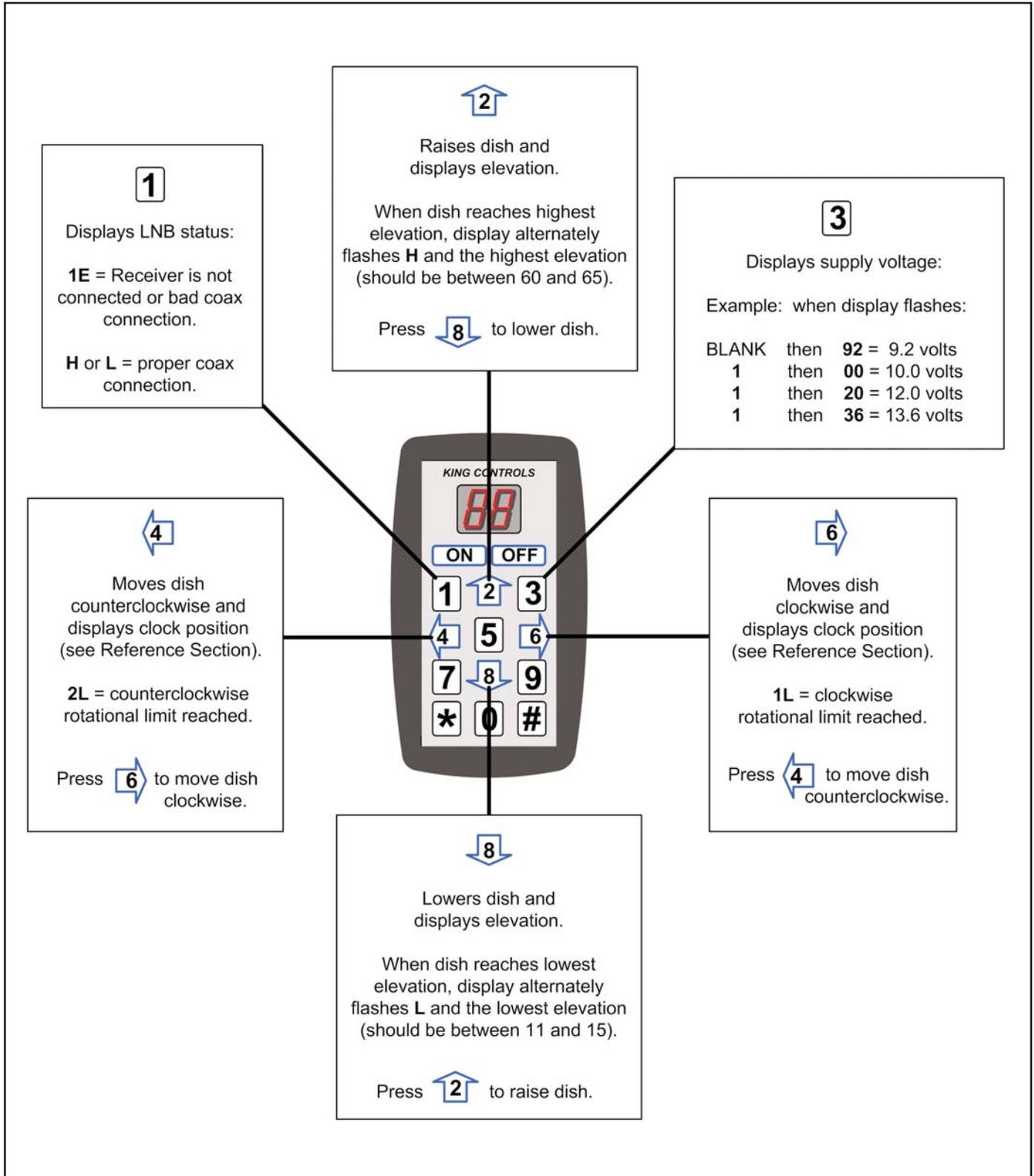
7. Press the **UP, DOWN, LEFT** or **RIGHT** arrows to fine tune signal strength to the highest possible number on TV signal meter screen. Enjoy your programming!

Controller automatically shuts off after 2 minutes.

# 9630, 9630-LP KEYPAD FUNCTIONS

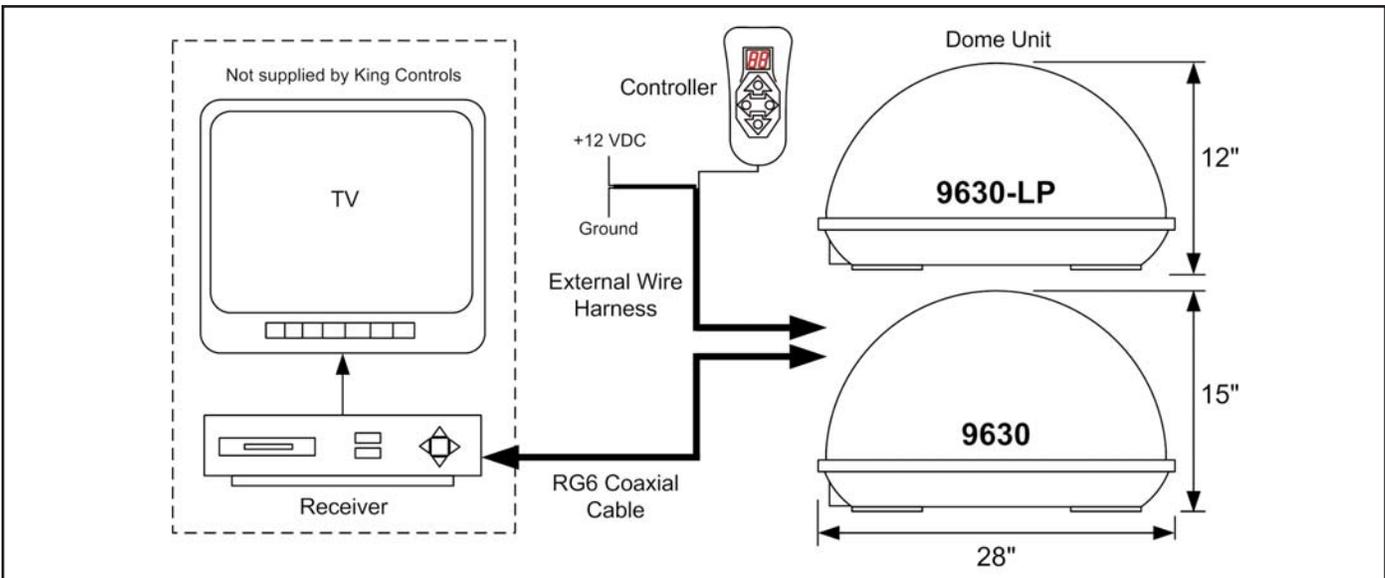
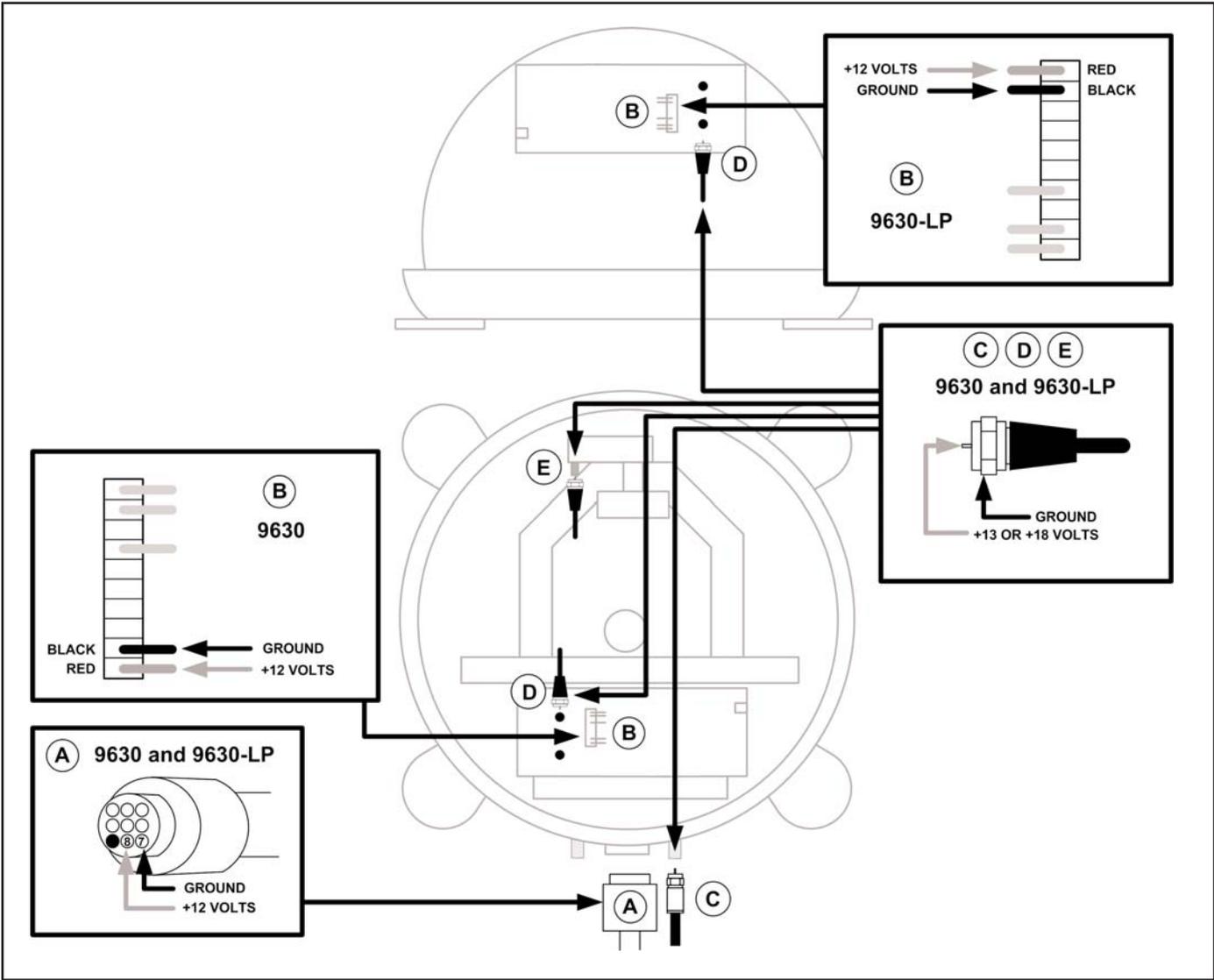
Serial Number 169999 and lower

To use the Keypad with the 9630 & 9630-LP AutoScan, simply unplug the existing controller and plug in the Keypad.



# 9630, 9630-LP WIRING DIAGRAMS FOR FLOWCHART

Serial Number 169999 and lower



# 9630, 9630-LP KEYPAD FLOWCHART

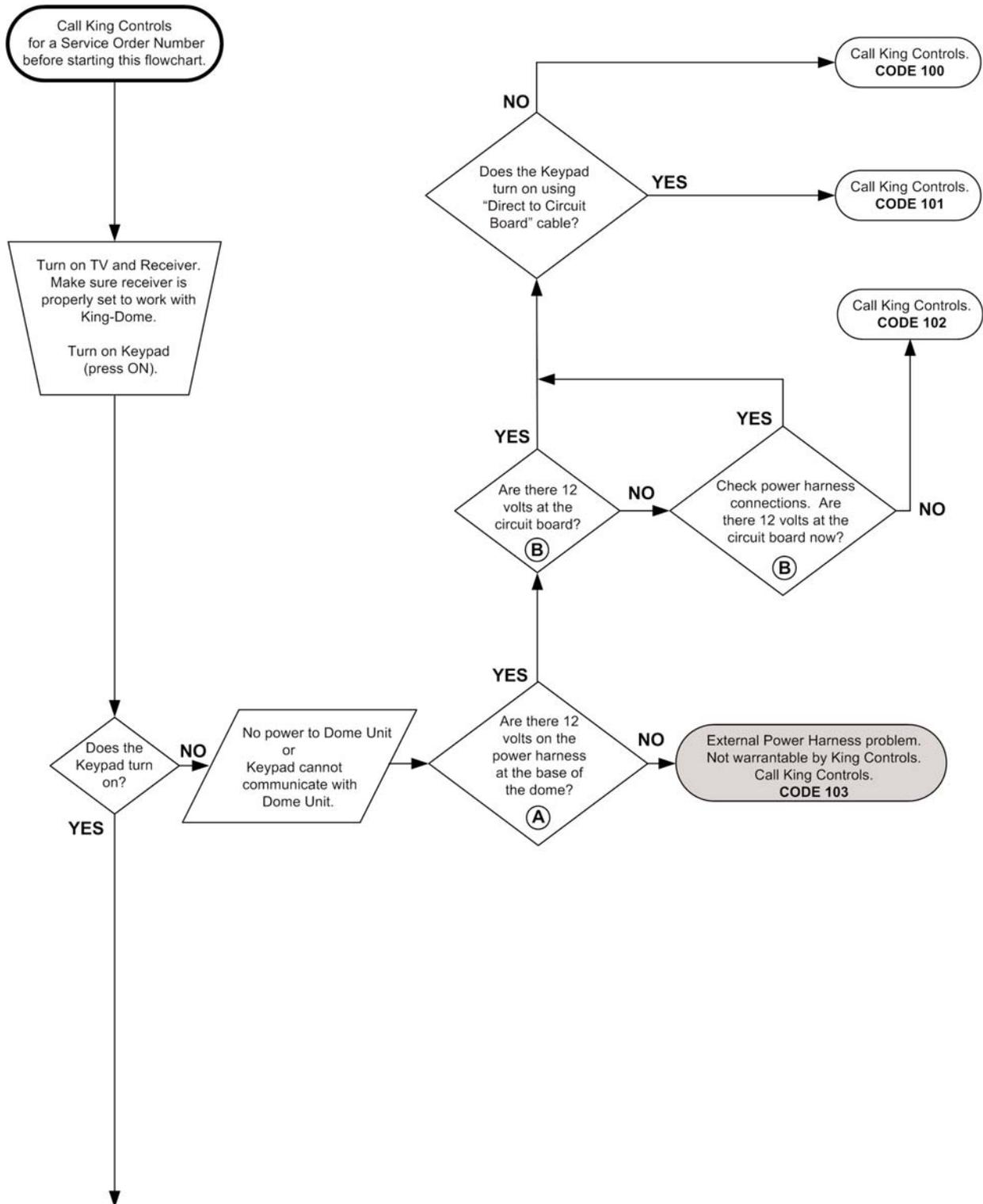
## Serial Number 169999 and lower



### IMPORTANT!

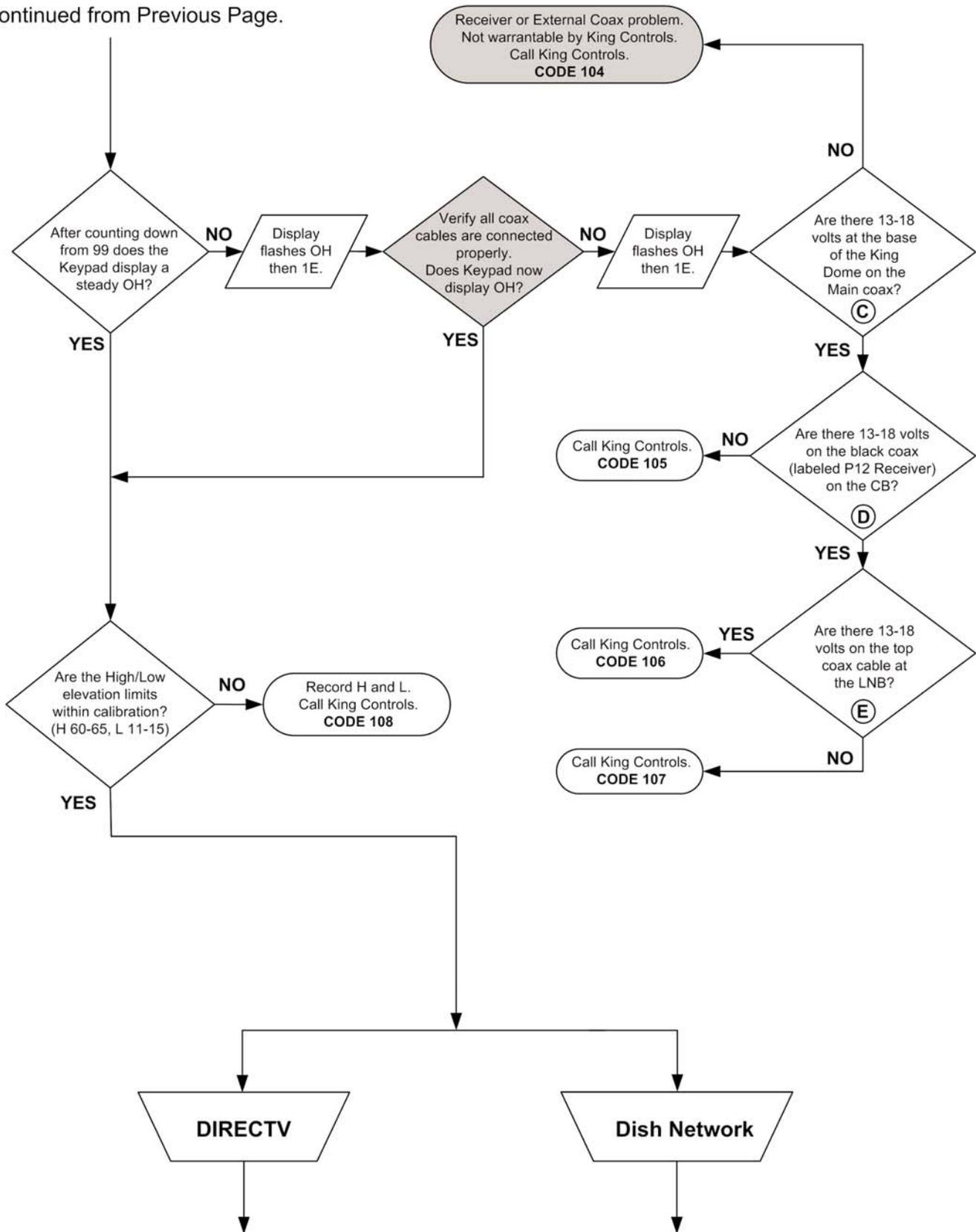
Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.



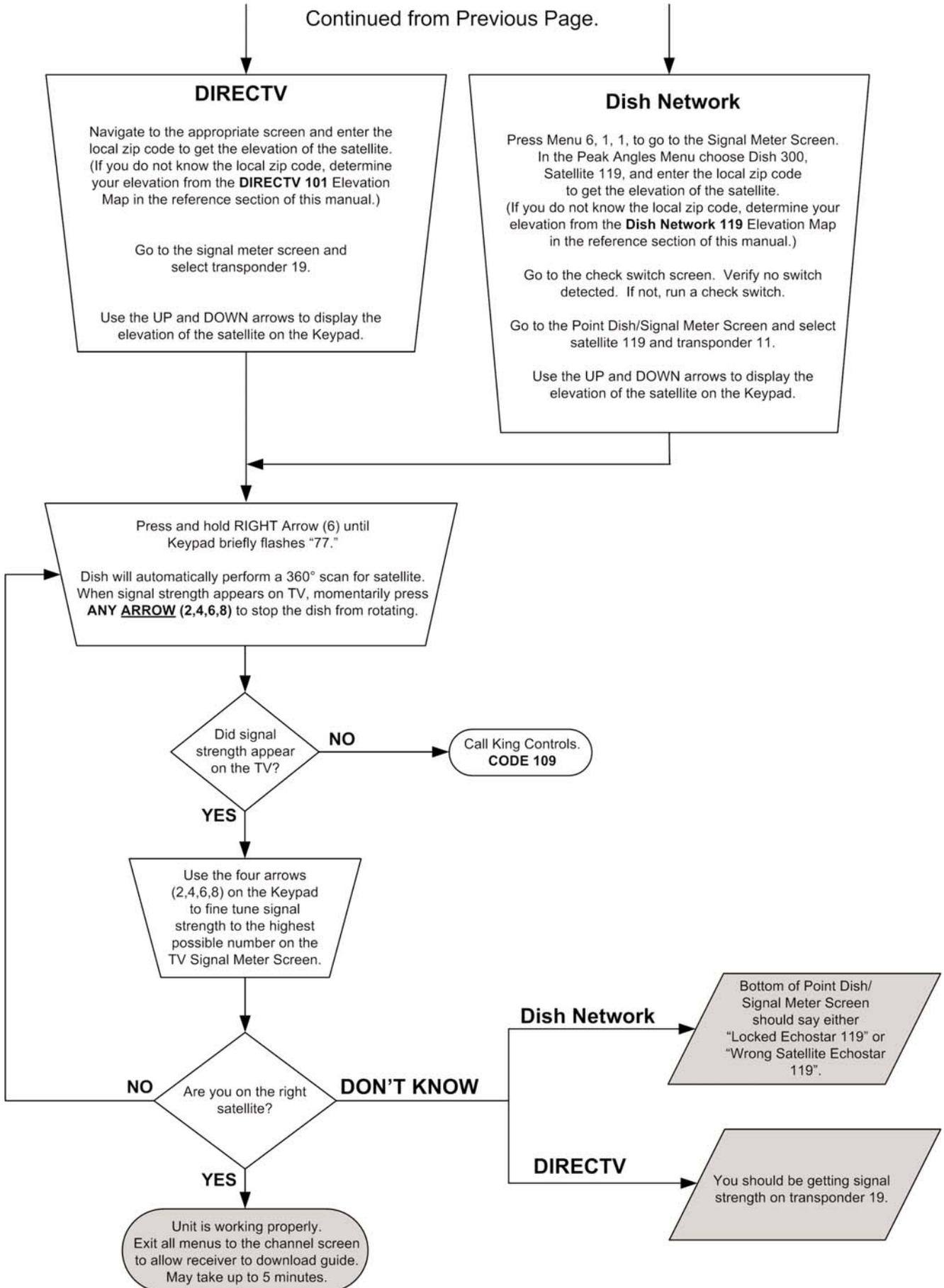
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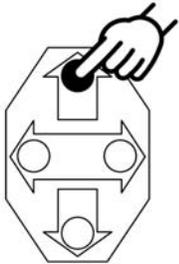
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# PART TWO: Serial Number 170000 and higher

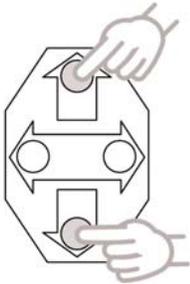
## Basic Operation

1. Turn TV and satellite receiver on.
2. Go to the signal meter screen on TV.  
Choose transponder number:     **Dish Network**   **#11**  
  **DIRECTV**       **#19**
3. Enter local ZIP code on signal meter screen to determine satellite elevation. If you do not know your local zip code, determine your elevation from the elevation maps in the Reference Section.



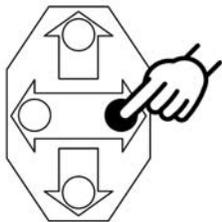
4. Press and hold **UP/ON** arrow on King-Dome Controller for **3 FULL SECONDS** to turn King-Dome on.

Note: The Controller will flash a series of codes and then display its elevation. Wait for the Controller to steadily display the elevation before continuing (about 10 seconds).

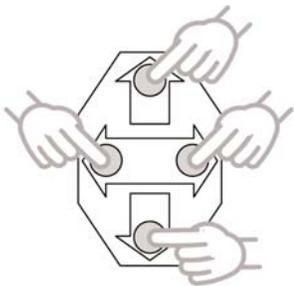


5. Press **UP** or **DOWN** arrow on King-Dome Controller to match elevation on Controller to elevation on TV signal meter screen or elevation from the elevation maps in Reference Section.

**IMPORTANT!** In Step 6, as soon as you begin holding the right arrow, you must continuously monitor the TV signal meter screen until signal appears on TV.



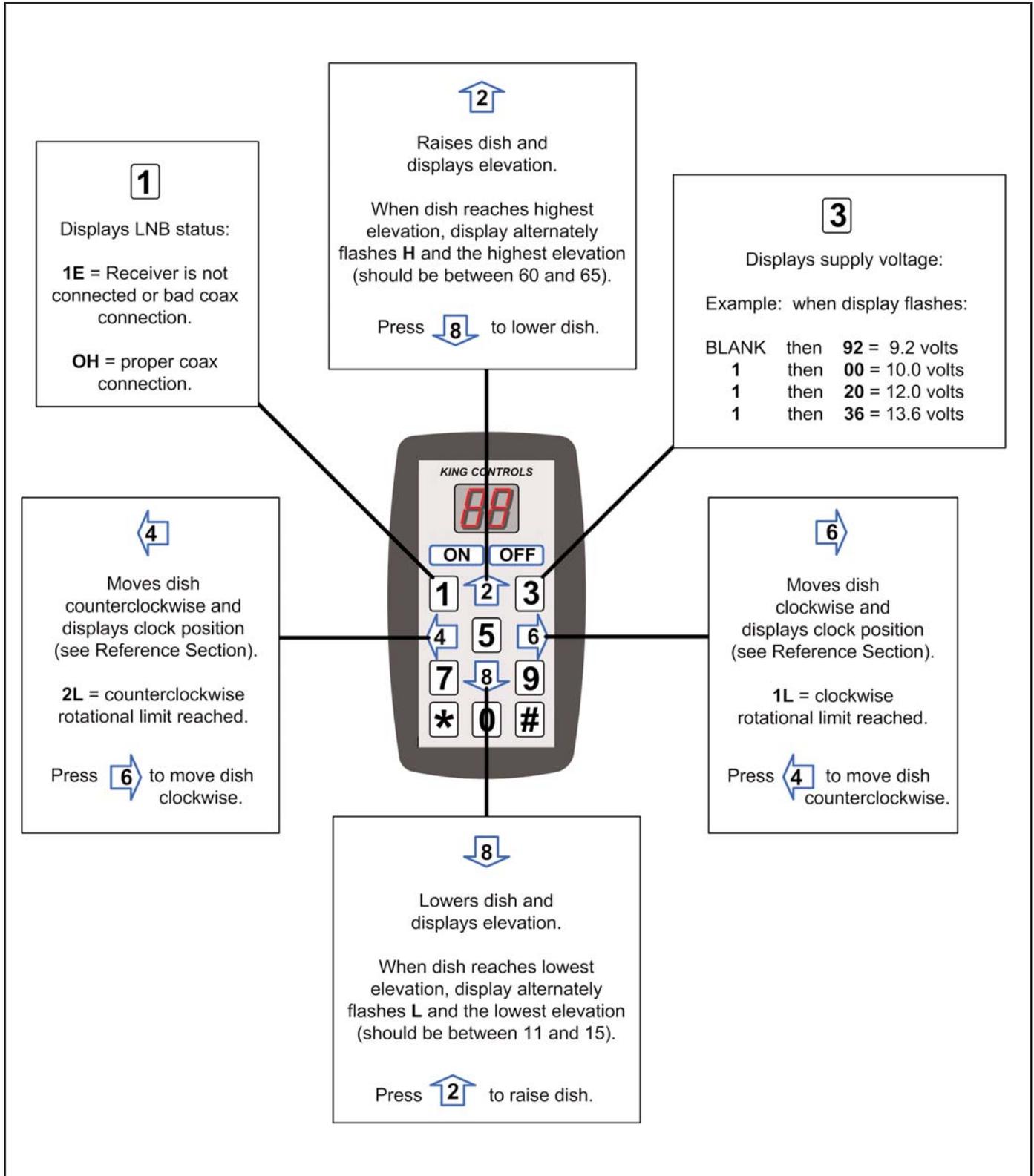
6. Press and hold **RIGHT** arrow until Controller begins **RAPIDLY** flashing its clock position (7-10 seconds).  
**Remember, you must watch for signal strength on TV!**  
Dish will automatically perform a 360 degree scan for satellite. When signal strength appears on TV, momentarily press **ANY BUTTON** to stop the dish from rotating.
7. Press the **UP, DOWN, LEFT** or **RIGHT** arrows to fine tune signal strength to the highest possible number on TV signal meter screen. Enjoy your programming!



# 9630, 9630-LP KEYPAD FUNCTIONS

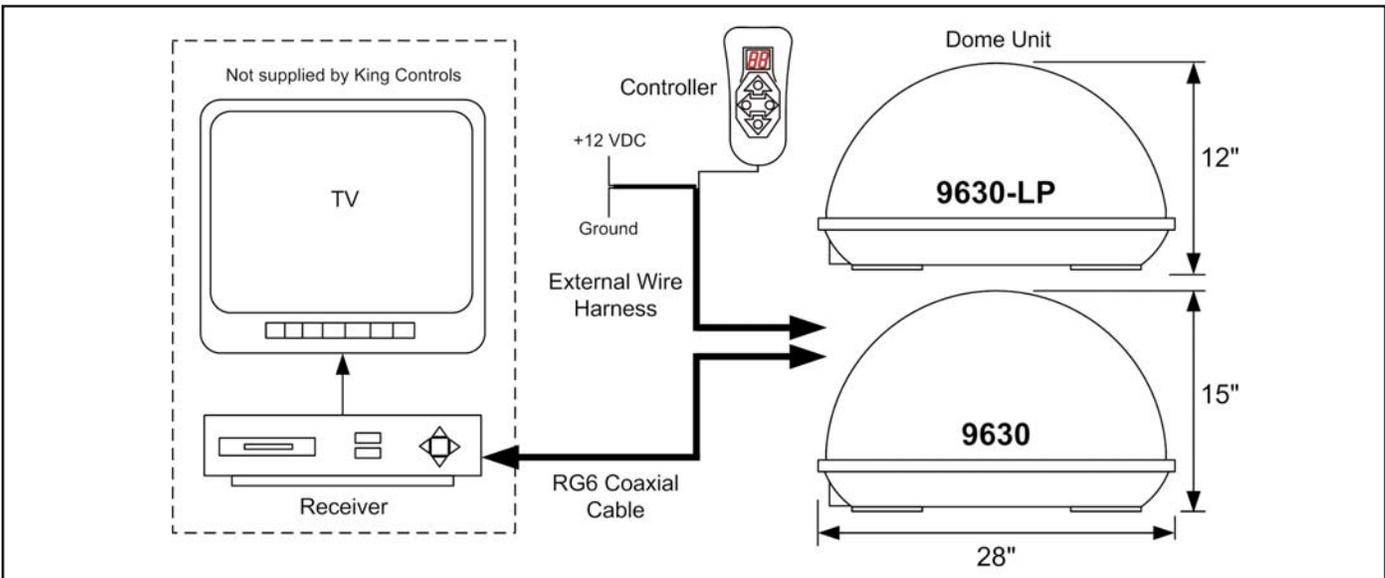
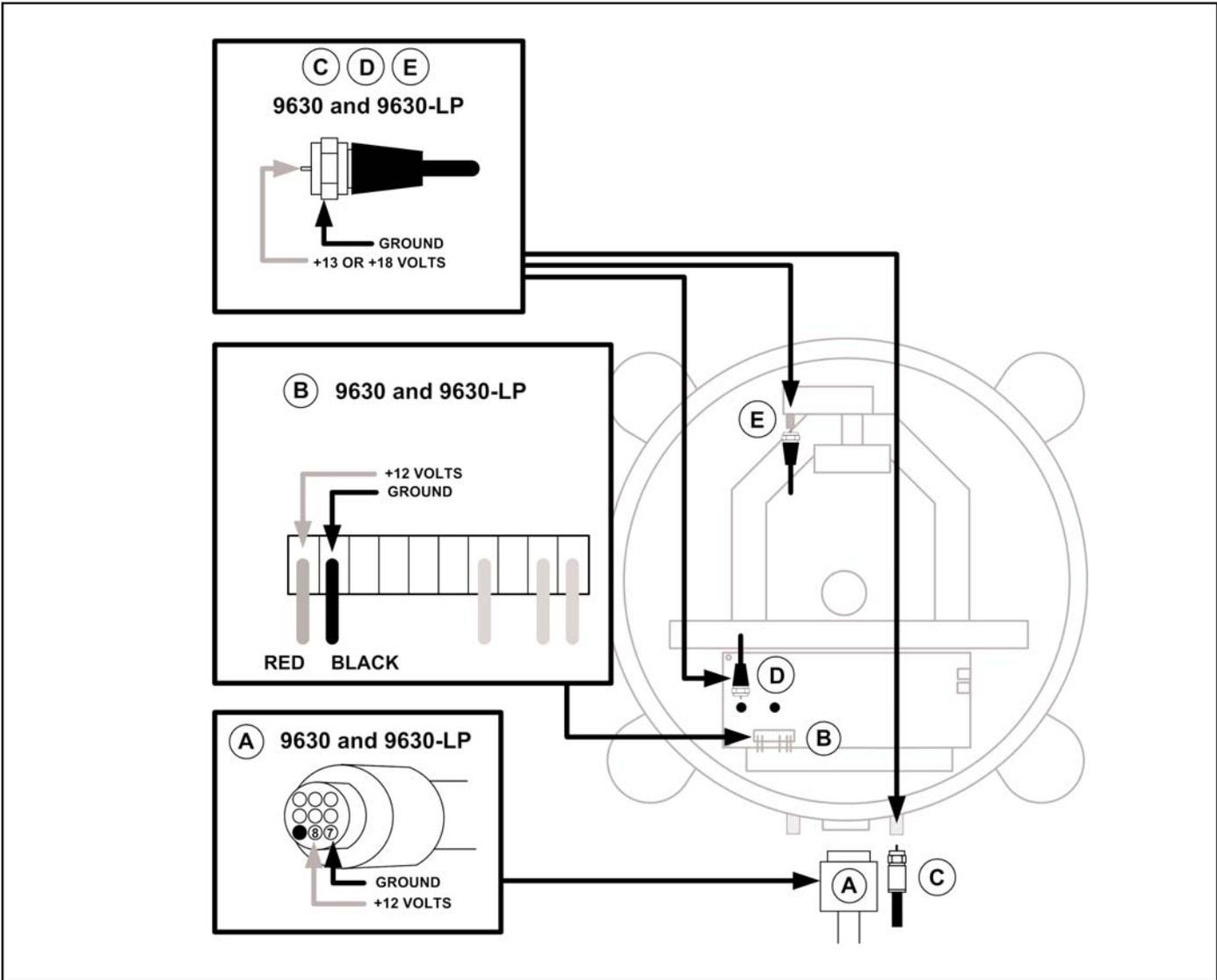
Serial Number 170000 and higher

To use the Keypad with the 9630 & 9630-LP AutoScan, simply unplug the existing controller and plug in the Keypad.



# 9630, 9630-LP WIRING DIAGRAMS FOR FLOWCHART

Serial Number 170000 and higher



# 9630, 9630-LP KEYPAD FLOWCHART

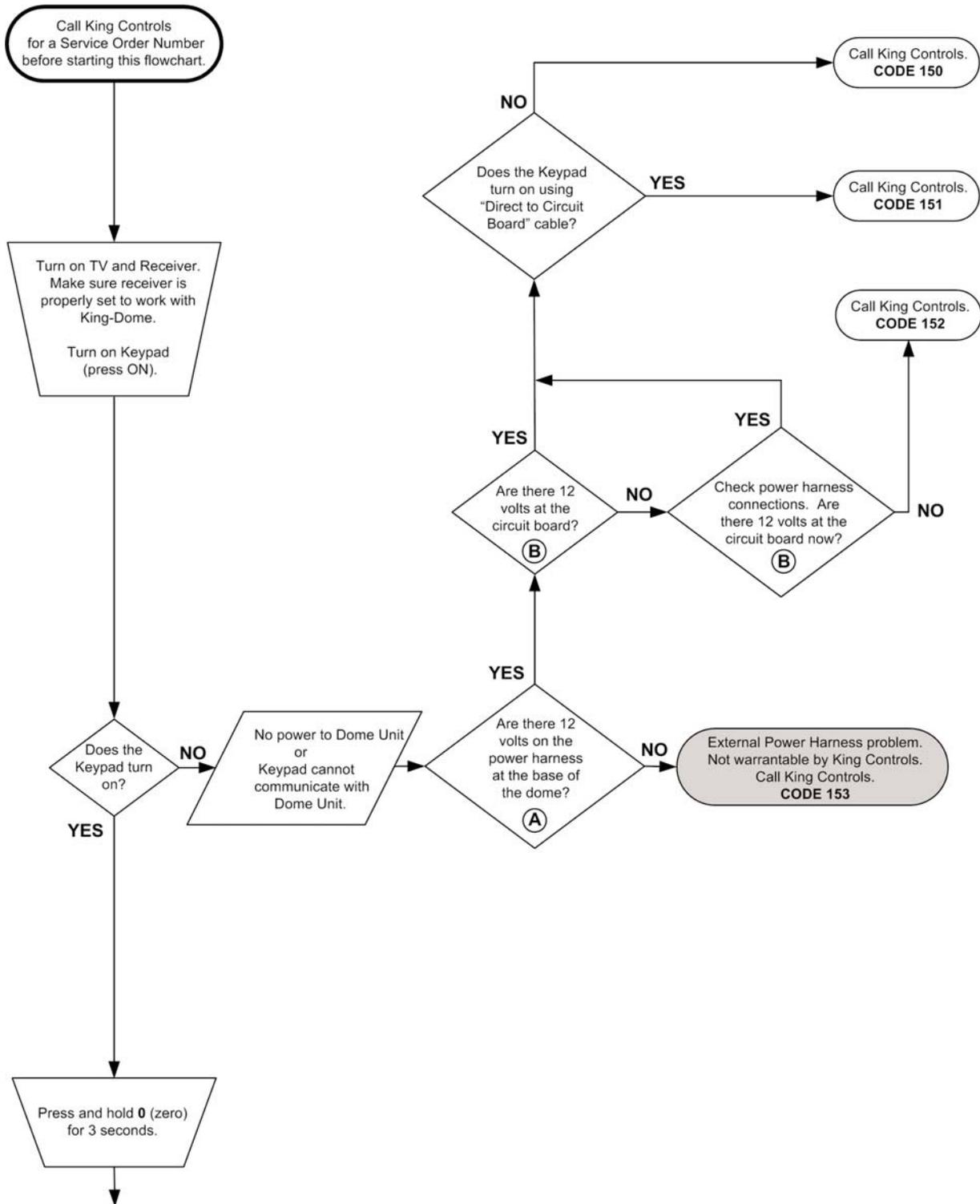
## Serial Number 170000 and higher



### IMPORTANT!

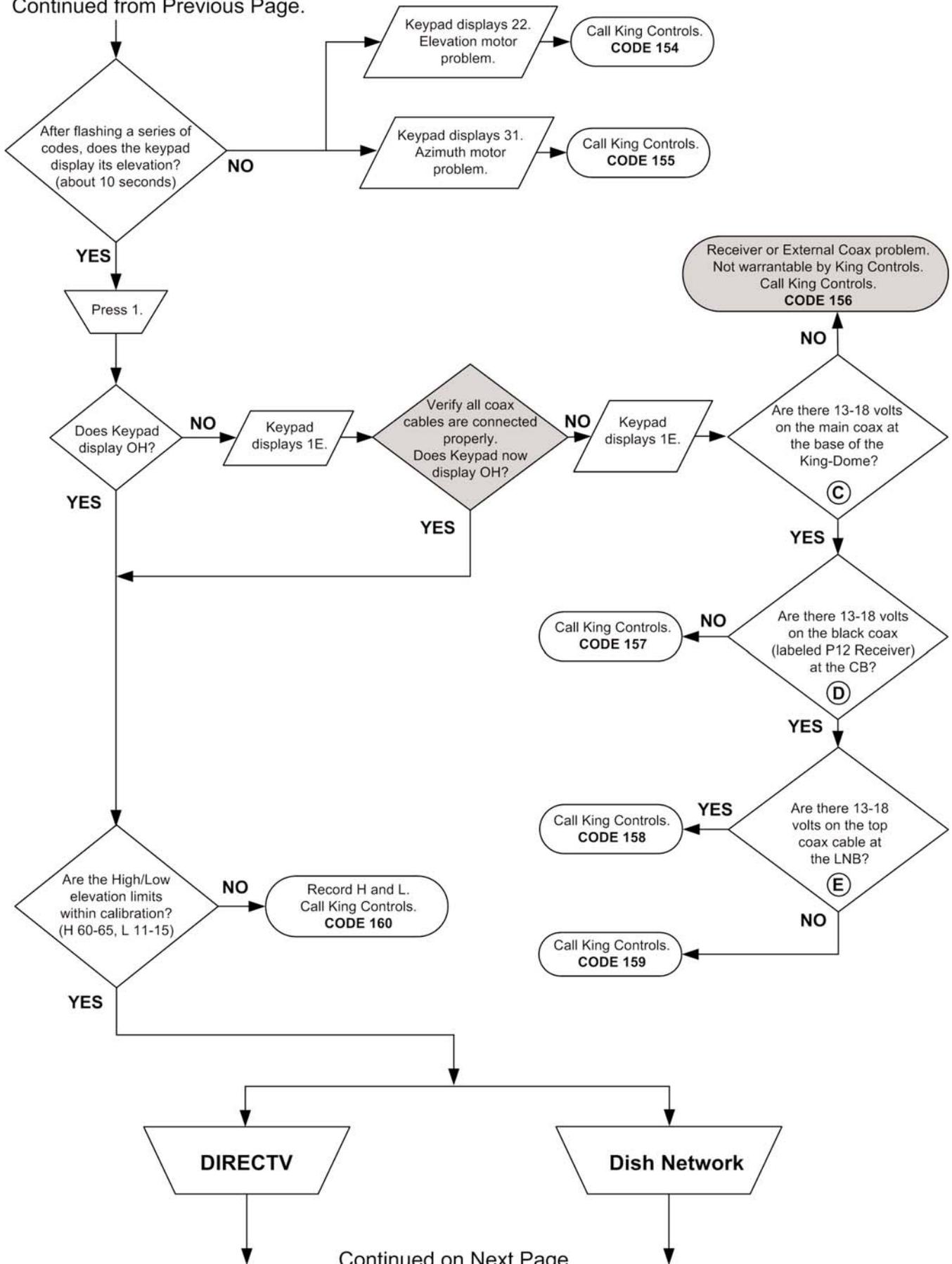
Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.

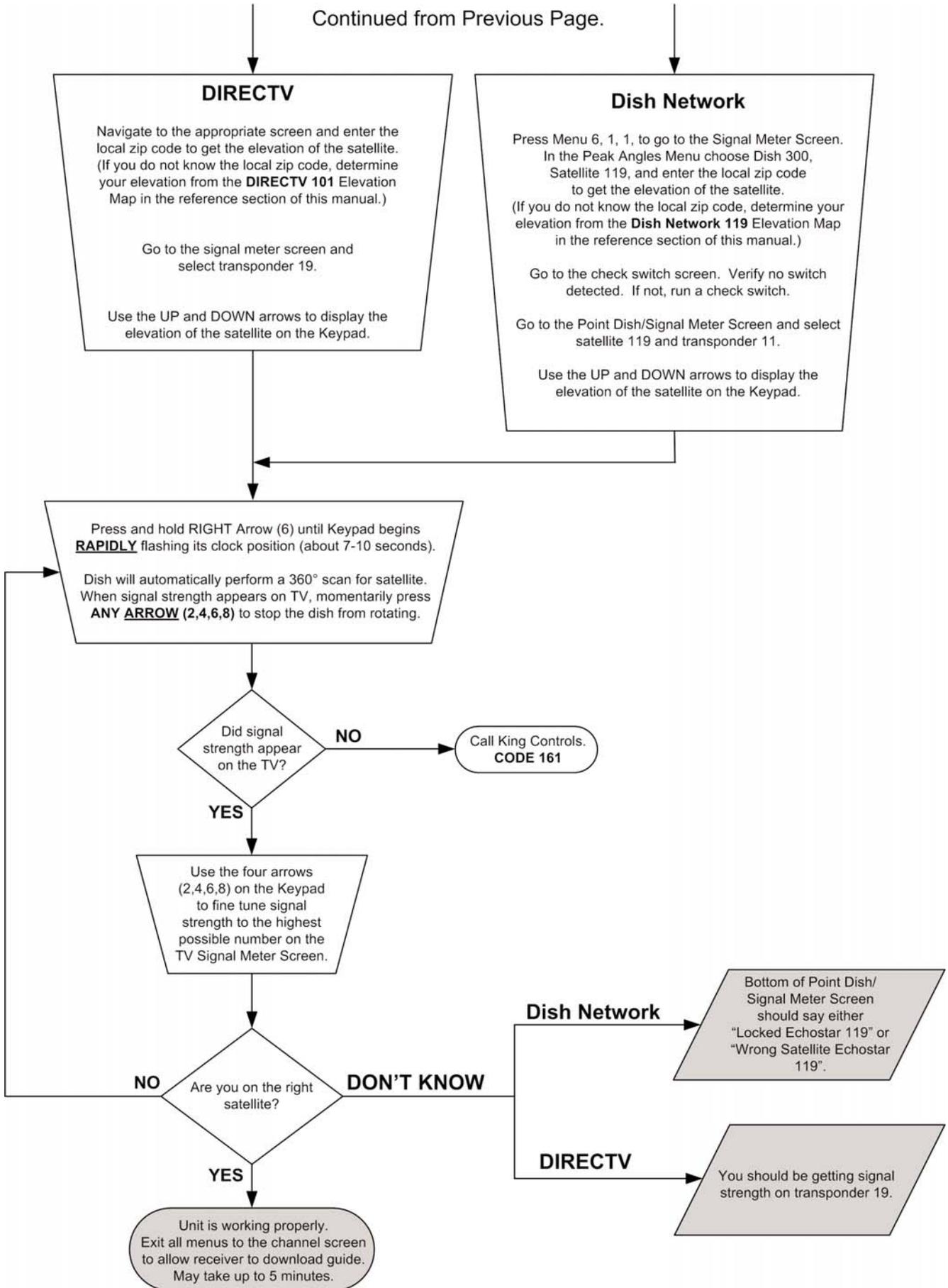


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## Section 4

# AUTOMATIC 9702, 9702-LP

**IMPORTANT!** Some of the 9702 and 9702-LP functions have changed slightly starting with serial number 170000. Please make sure you are using the correct procedure for the serial number of the unit you are working on. Each procedure notes the serial number range at the top of the page.

Note: For more detailed installation information, please refer to the 9702 & 9702-LP Installation and Operating Instructions Manual available on our website at [www.kingcontrols.com](http://www.kingcontrols.com).

# 9702, 9702-LP BASIC OPERATION

## All Serial Numbers

1. Turn on TV and Receiver. "Searching for Satellite" or similar will appear on TV screen.
2. On King Dome controller, press and hold ON/SEARCH for **3 FULL SECONDS**. Power light turns steady GREEN.

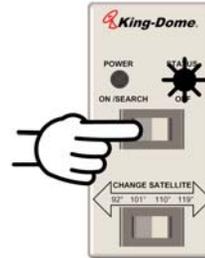
### STATUS LIGHT

- flashes a variety of colors for about one minute
- blinks RED
- blinks GREEN (may start blinking RED again)
- turns steady Green

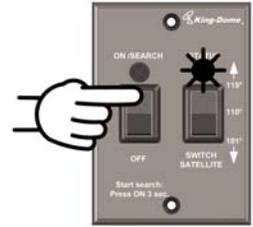
### SYSTEM STATUS

- unit performs self-diagnostic
- search in progress
- potential satellite found
- satellite found

### Hand Held Controller



### Wall Mount Controller

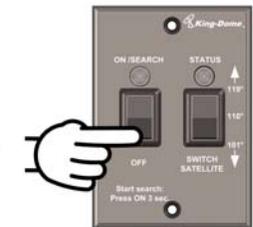


3. Can you view your desired programming?

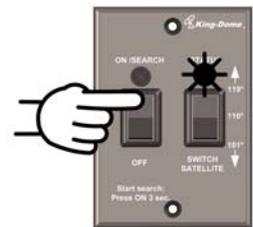
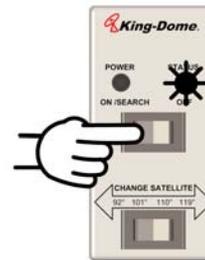
Note: Receiver may require 2 minutes to download program information.

**YES:** Turn King-Dome off and enjoy.

**IMPORTANT!** Do not turn off the controller until you have found your desired satellite and programming.



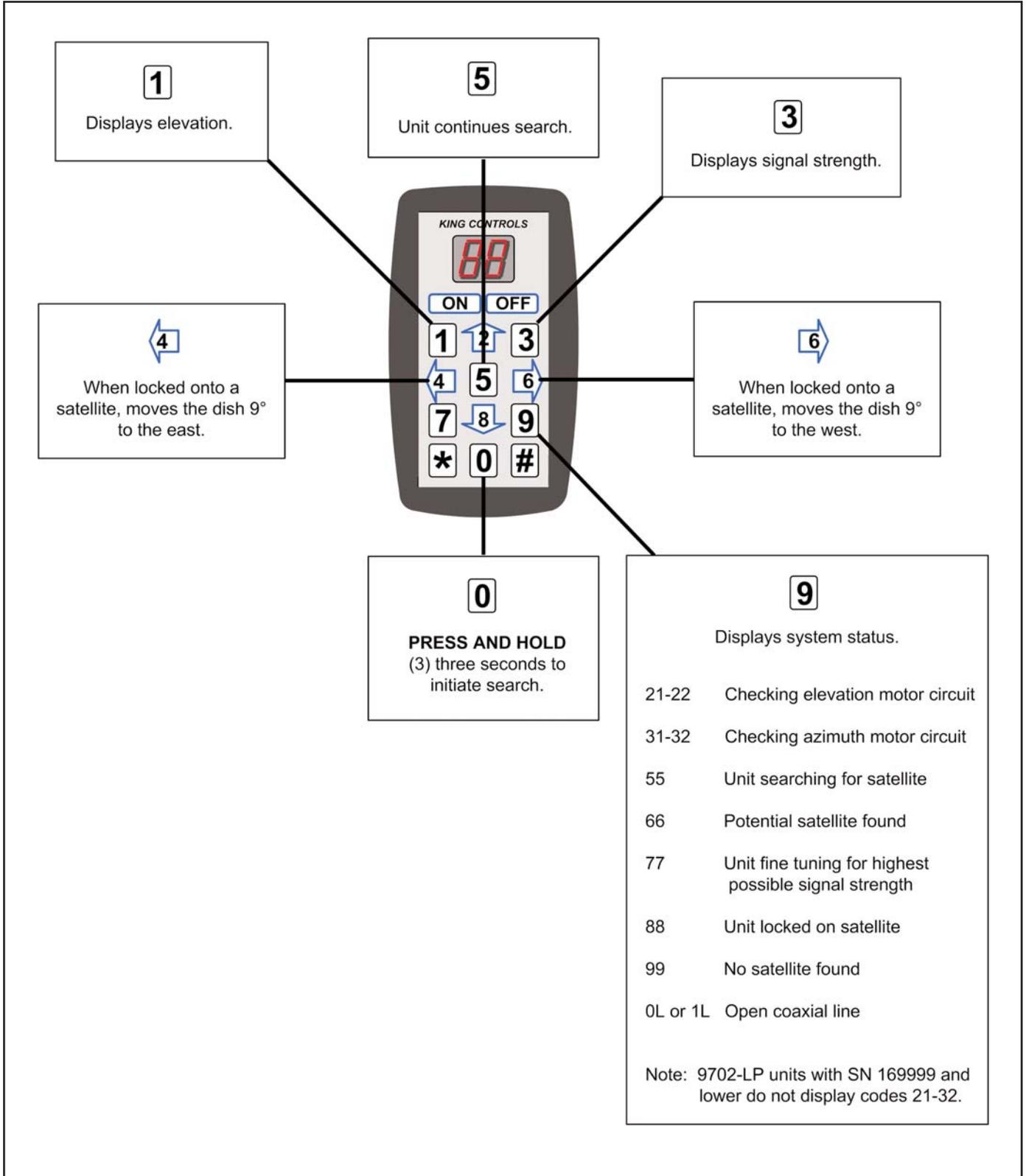
**NO:** Press the ON/SEARCH button for one second to continue search. Repeat step until you are locked onto the correct satellite.



# 9702 & 9702-LP KEYPAD FUNCTIONS

## All Serial Numbers

To use the Keypad with the 9702 & 9702-LP Automatic, simply unplug the existing controller and plug in the Keypad.



- 9** Displays system status.
- 21-22 Checking elevation motor circuit
  - 31-32 Checking azimuth motor circuit
  - 55 Unit searching for satellite
  - 66 Potential satellite found
  - 77 Unit fine tuning for highest possible signal strength
  - 88 Unit locked on satellite
  - 99 No satellite found
  - 0L or 1L Open coaxial line

Note: 9702-LP units with SN 169999 and lower do not display codes 21-32.

# DISPLAY CODES

## All Serial Numbers

ENTER CODE	INFORMATION DISPLAYED
* 80 #	Elevation zone (1-16)
* 82 #	Mode 45 = 15" automatic 55 = 15" manual  65 = 12" automatic 75 = 12" manual
* 98 #	Software revision

# PROGRAMMING CODES

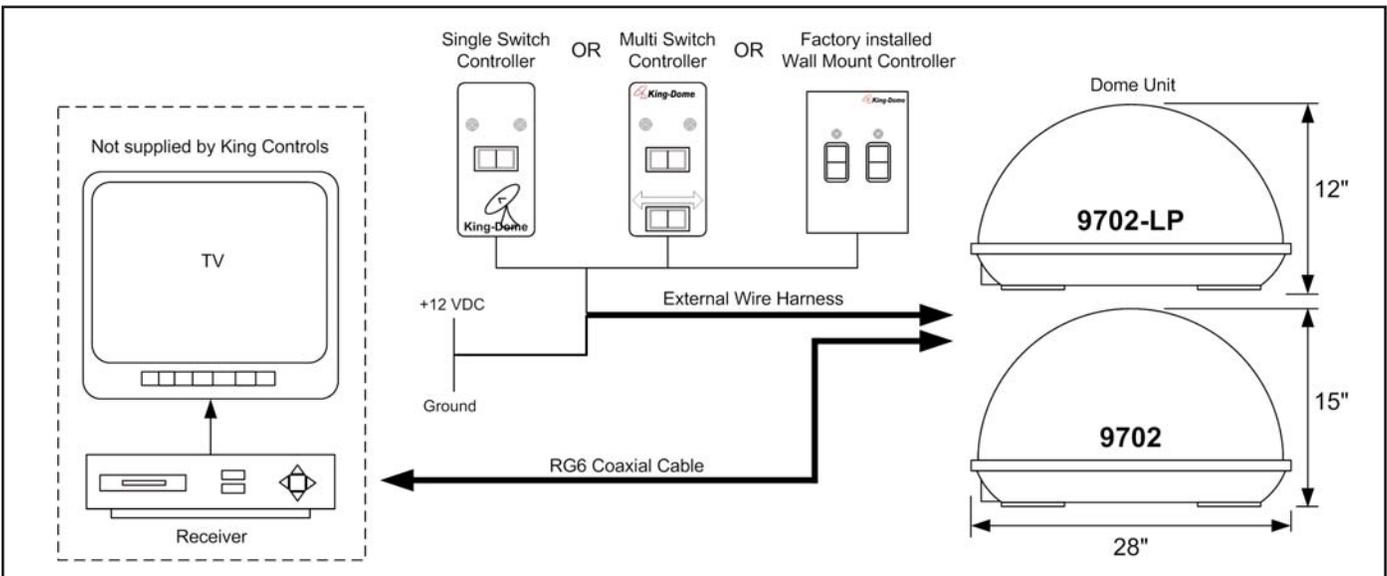
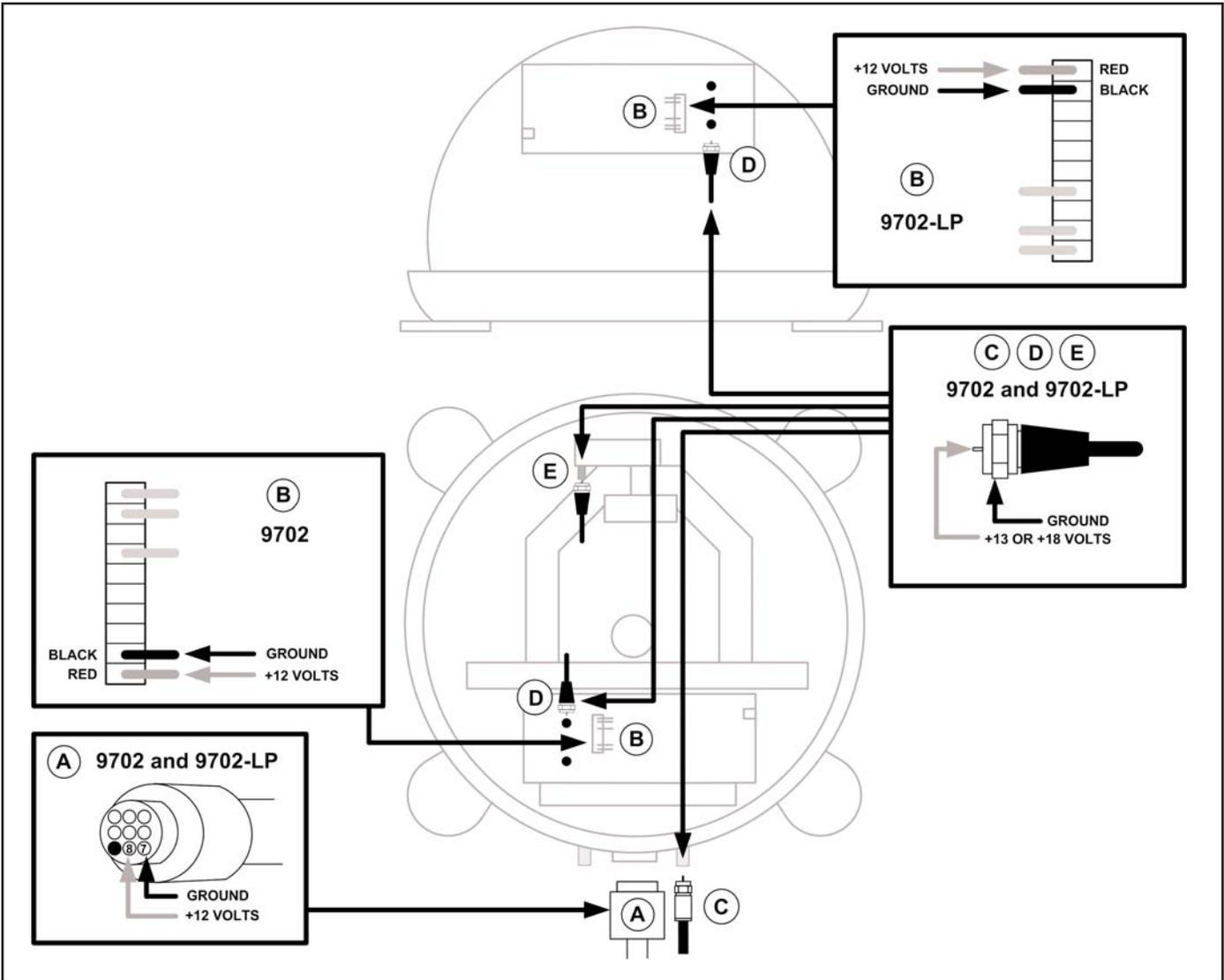
## All Serial Numbers

ENTER CODE	PROGRAMMING
* 01 # thru * 16 #	Programs Elevation zone (see Zone Maps in Reference Section).

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# 9702, 9702-LP WIRING DIAGRAMS FOR FLOWCHARTS

Serial Number 169999 and lower



# 9702 KEYPAD FLOWCHART

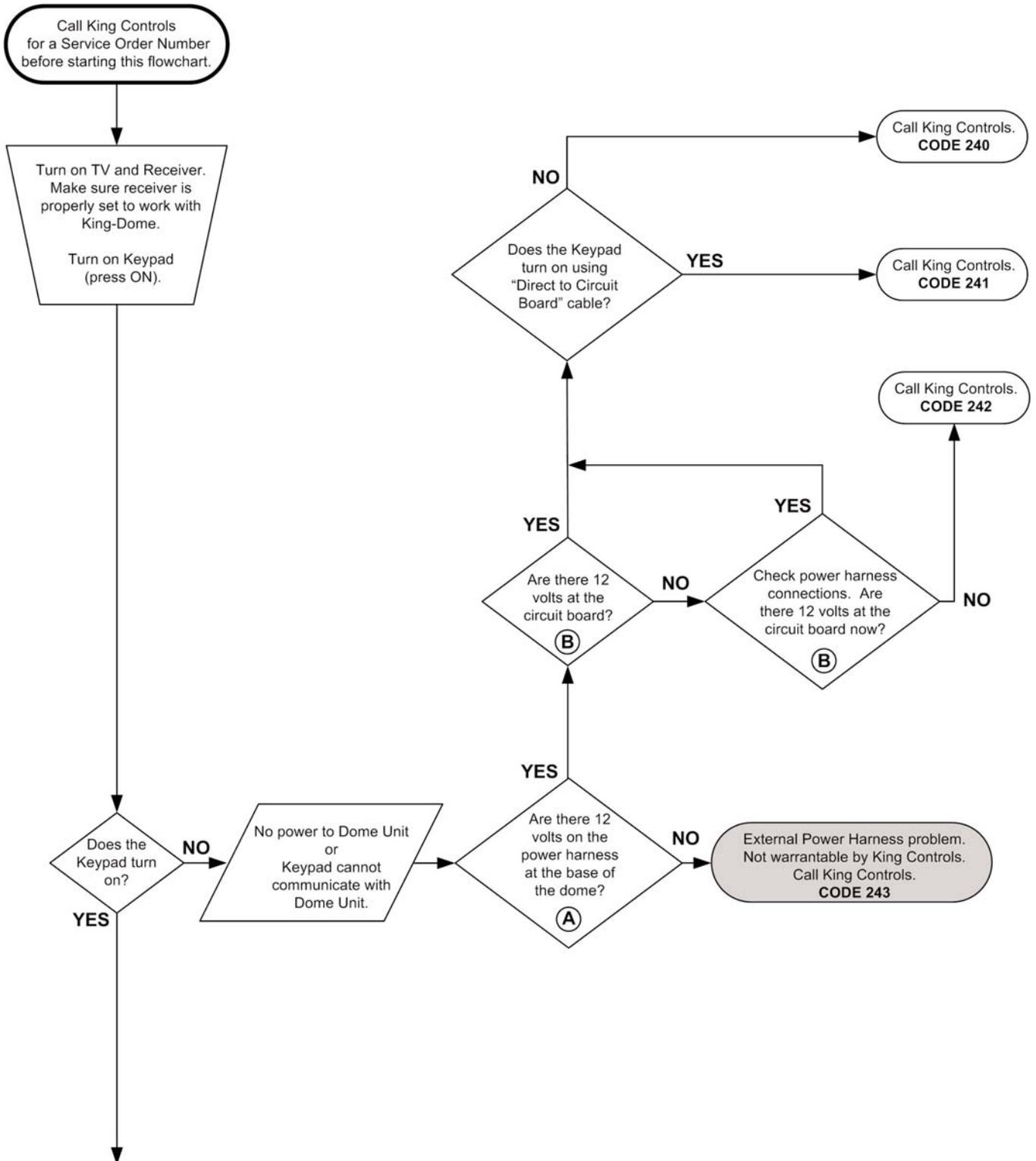
Serial Number 169999 and lower



## IMPORTANT!

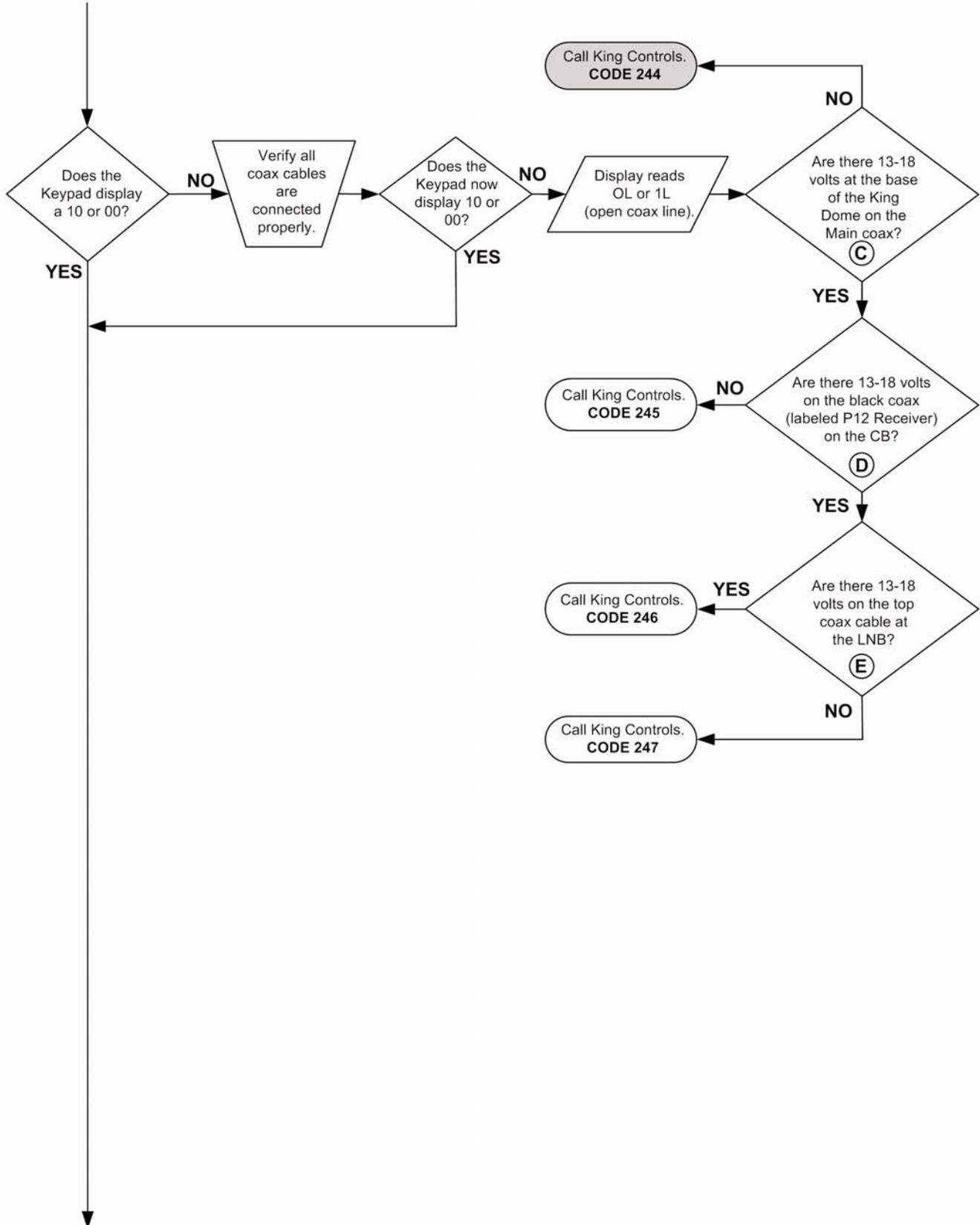
Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.



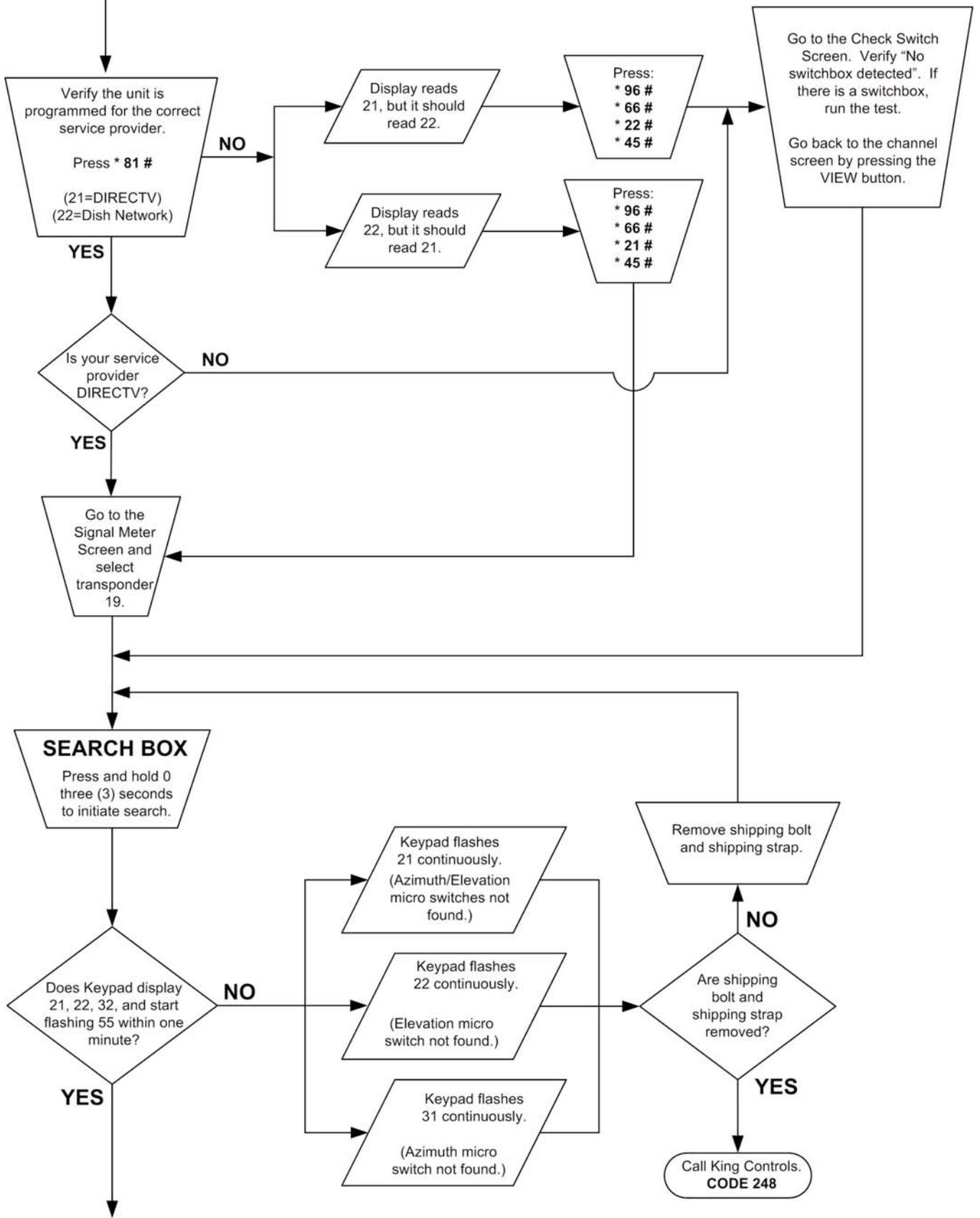
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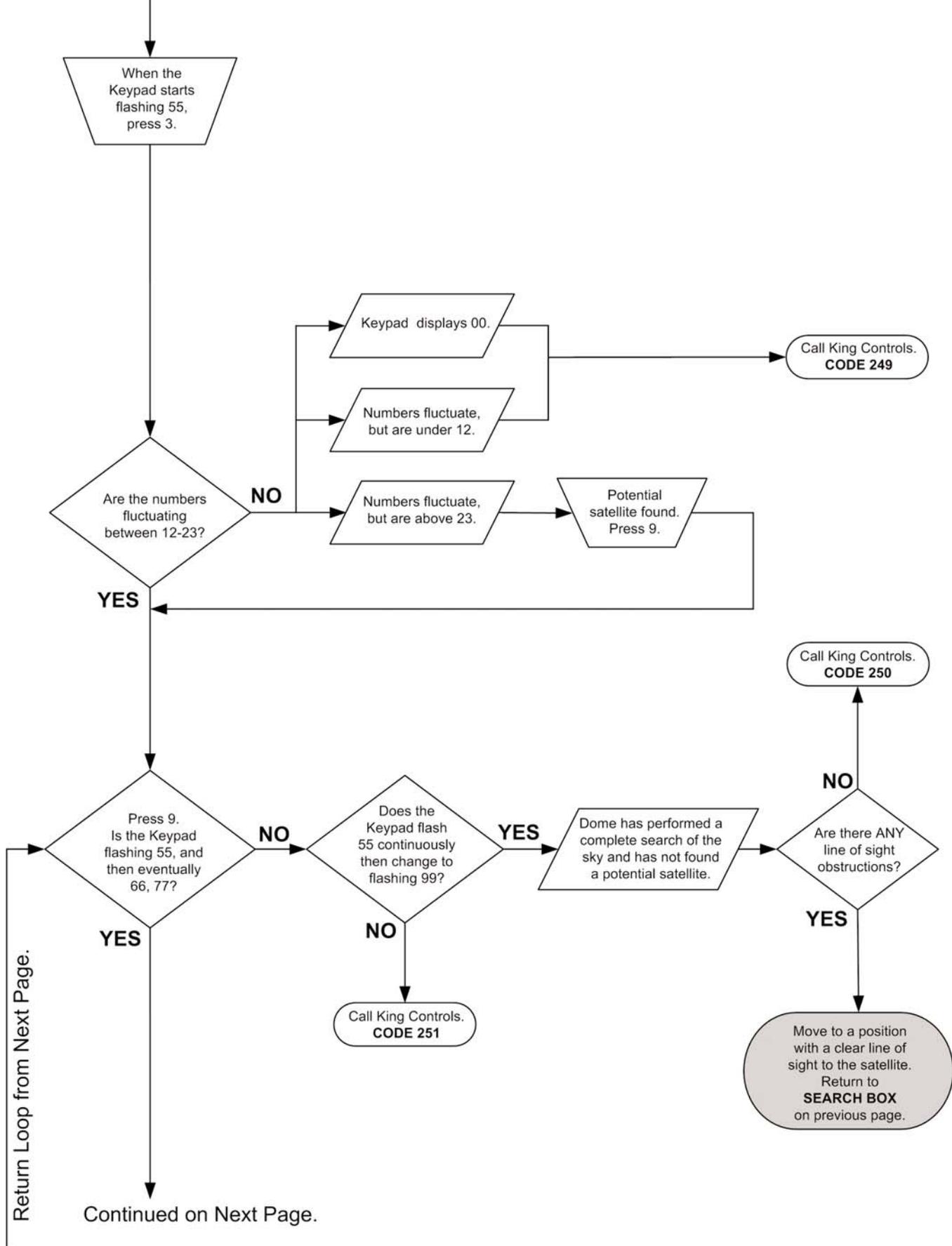
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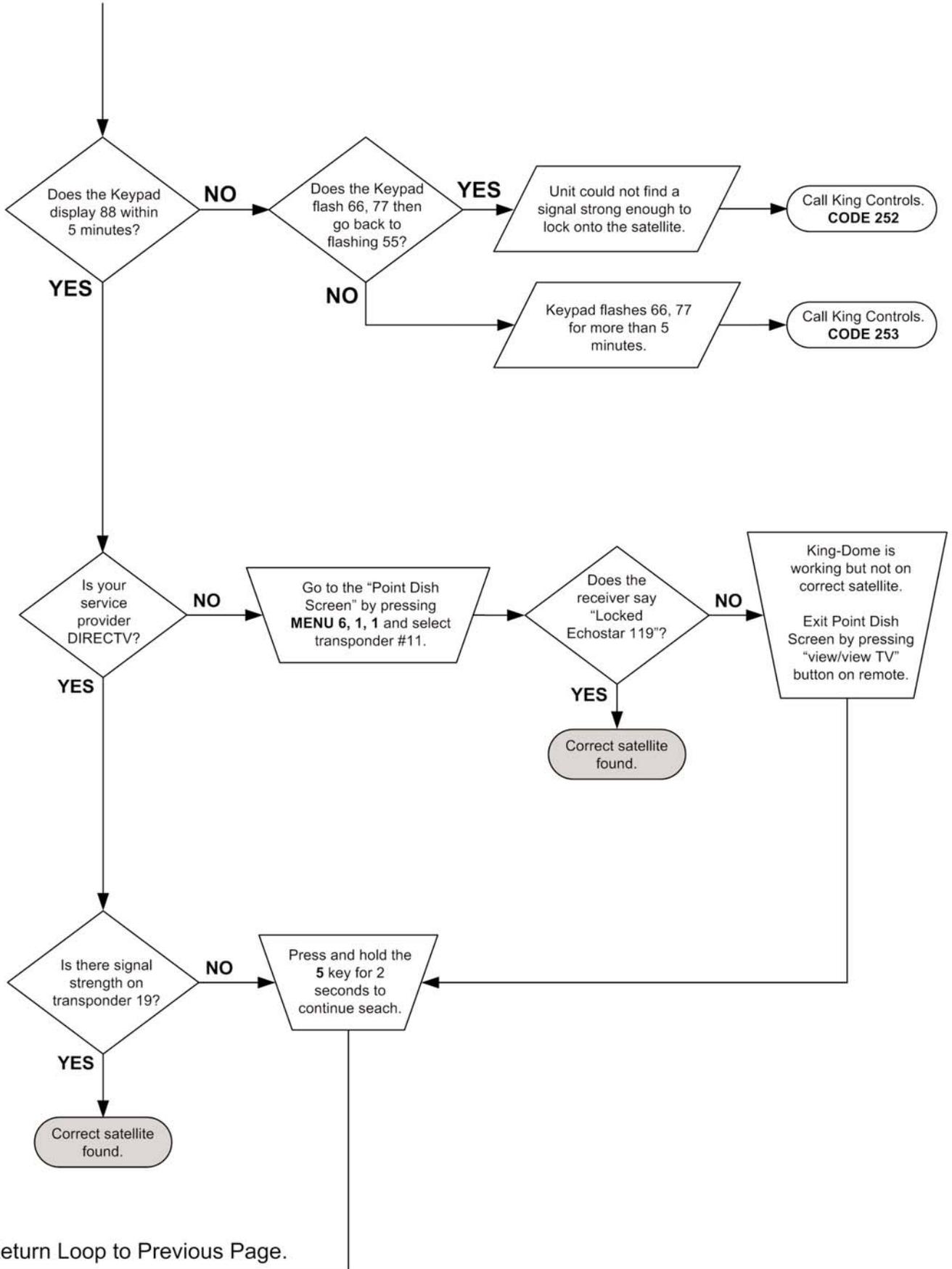


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# 9702-LP KEYPAD FLOWCHART

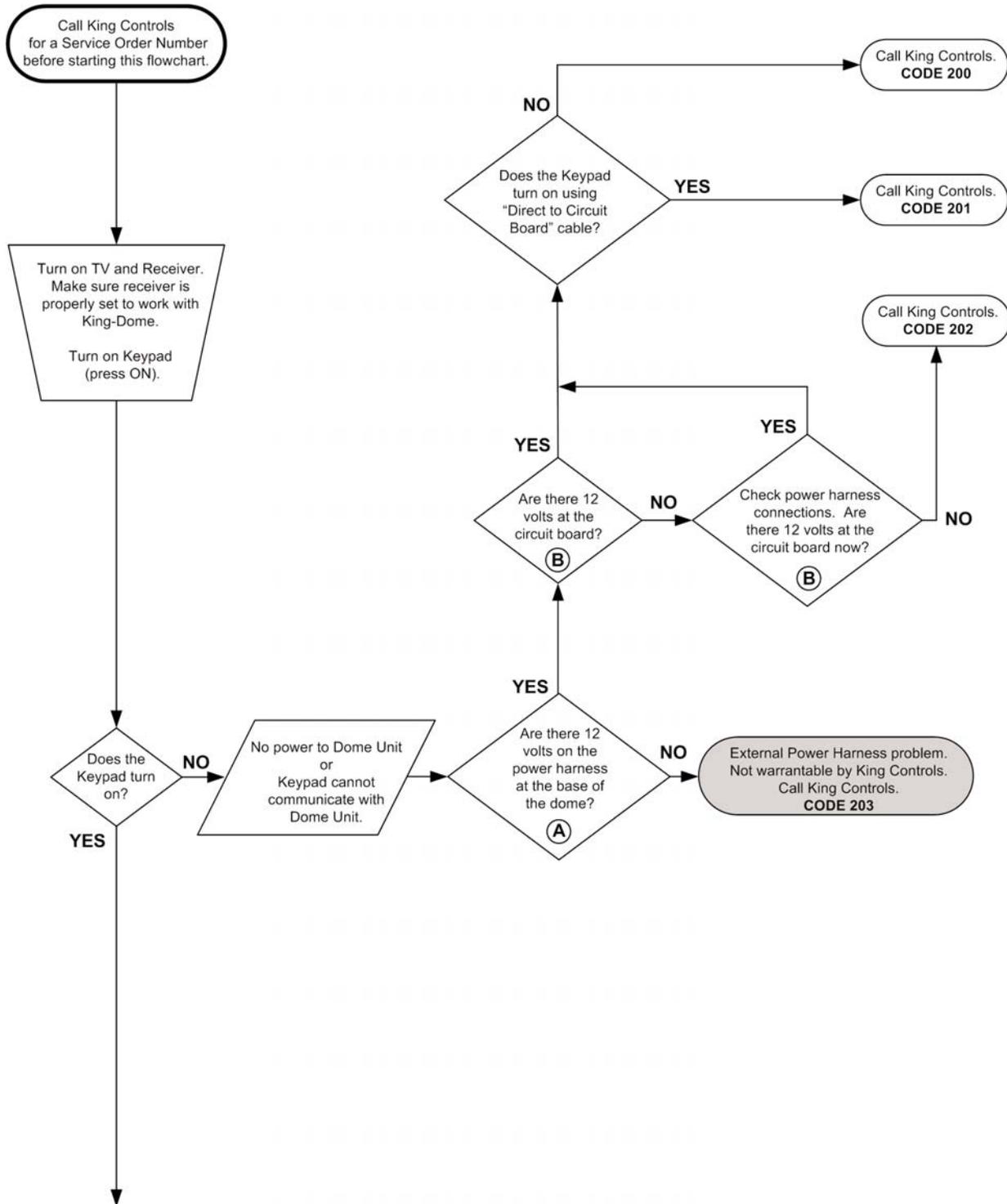
Serial Number 169999 and lower



## IMPORTANT!

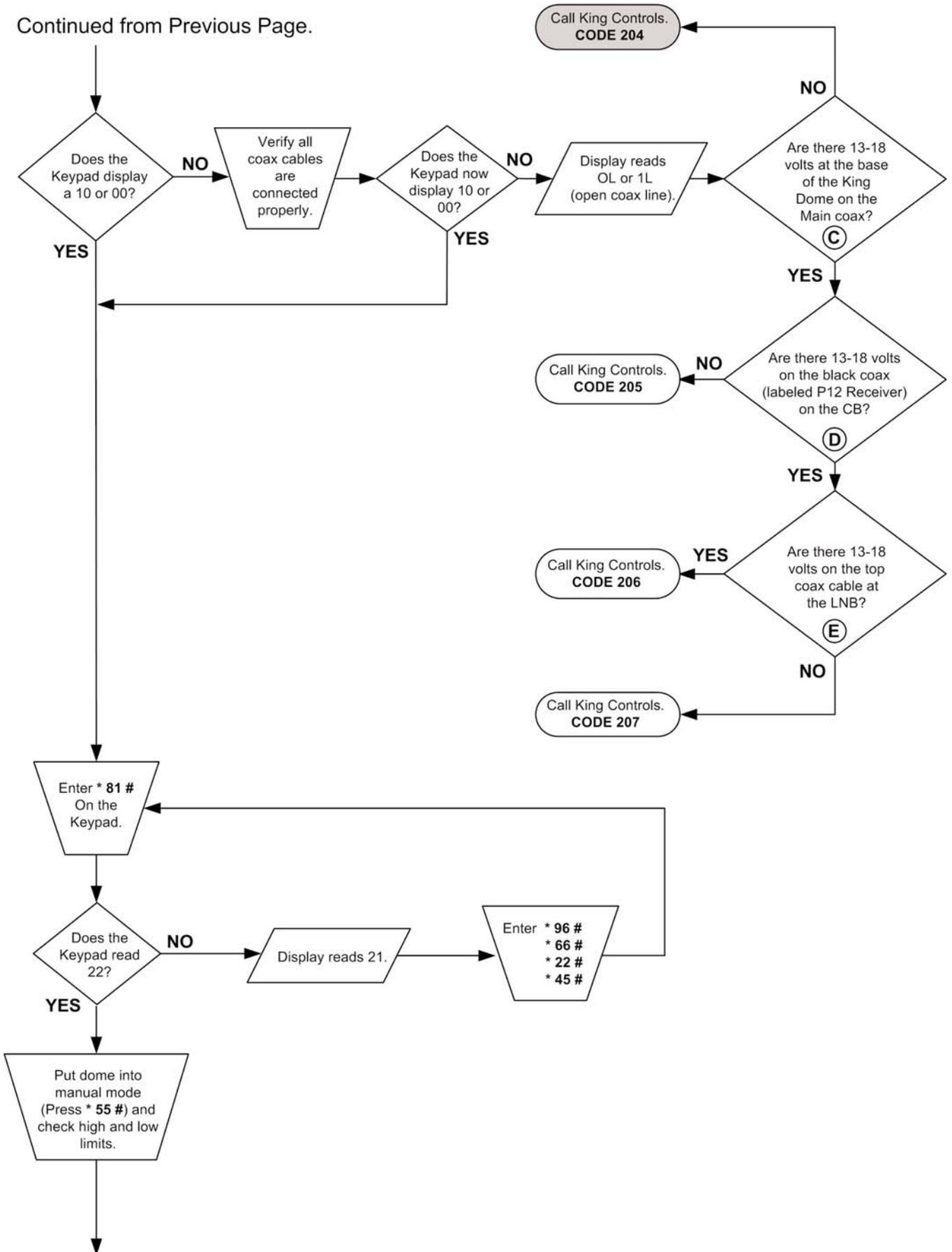
Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.



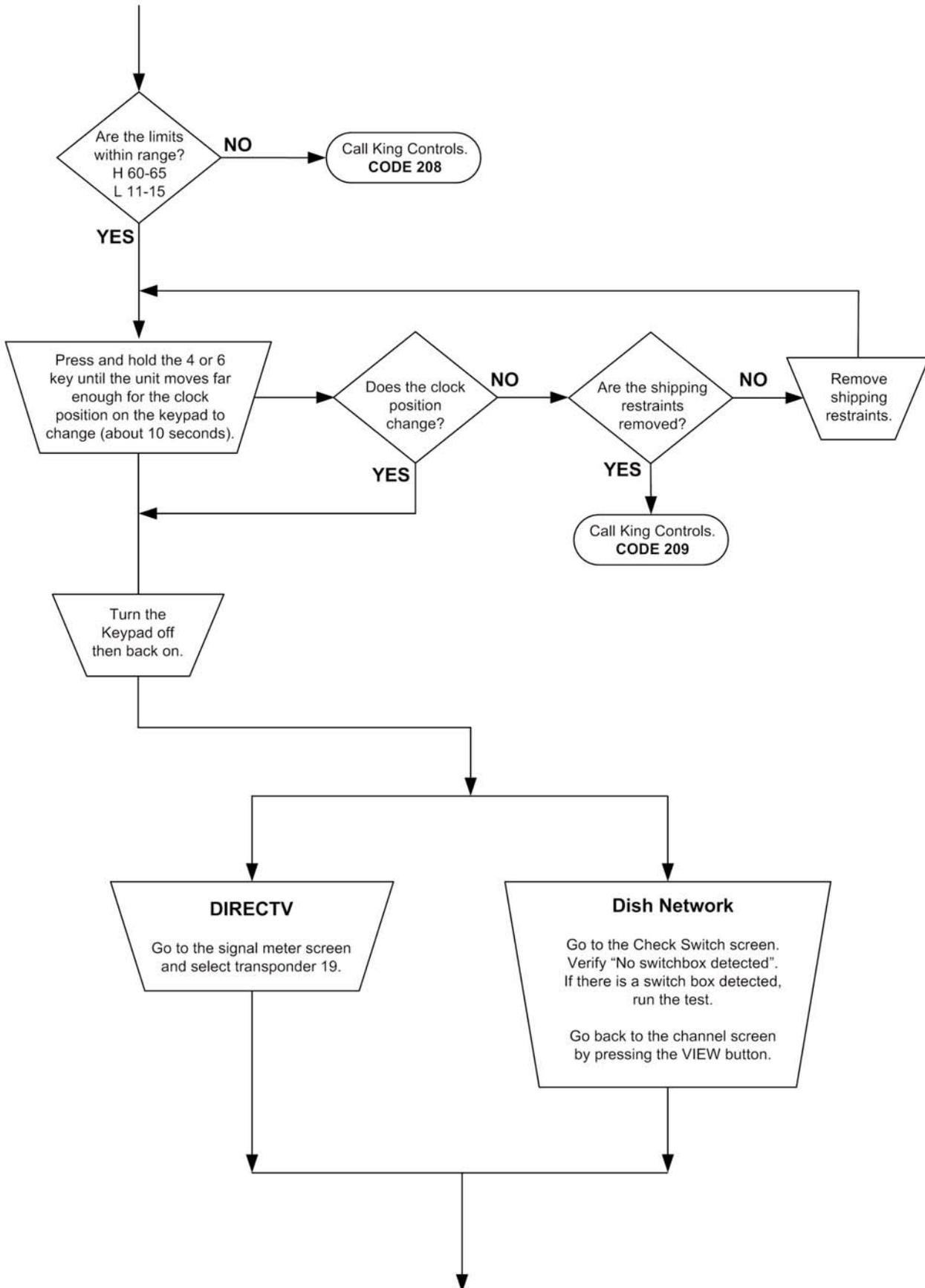
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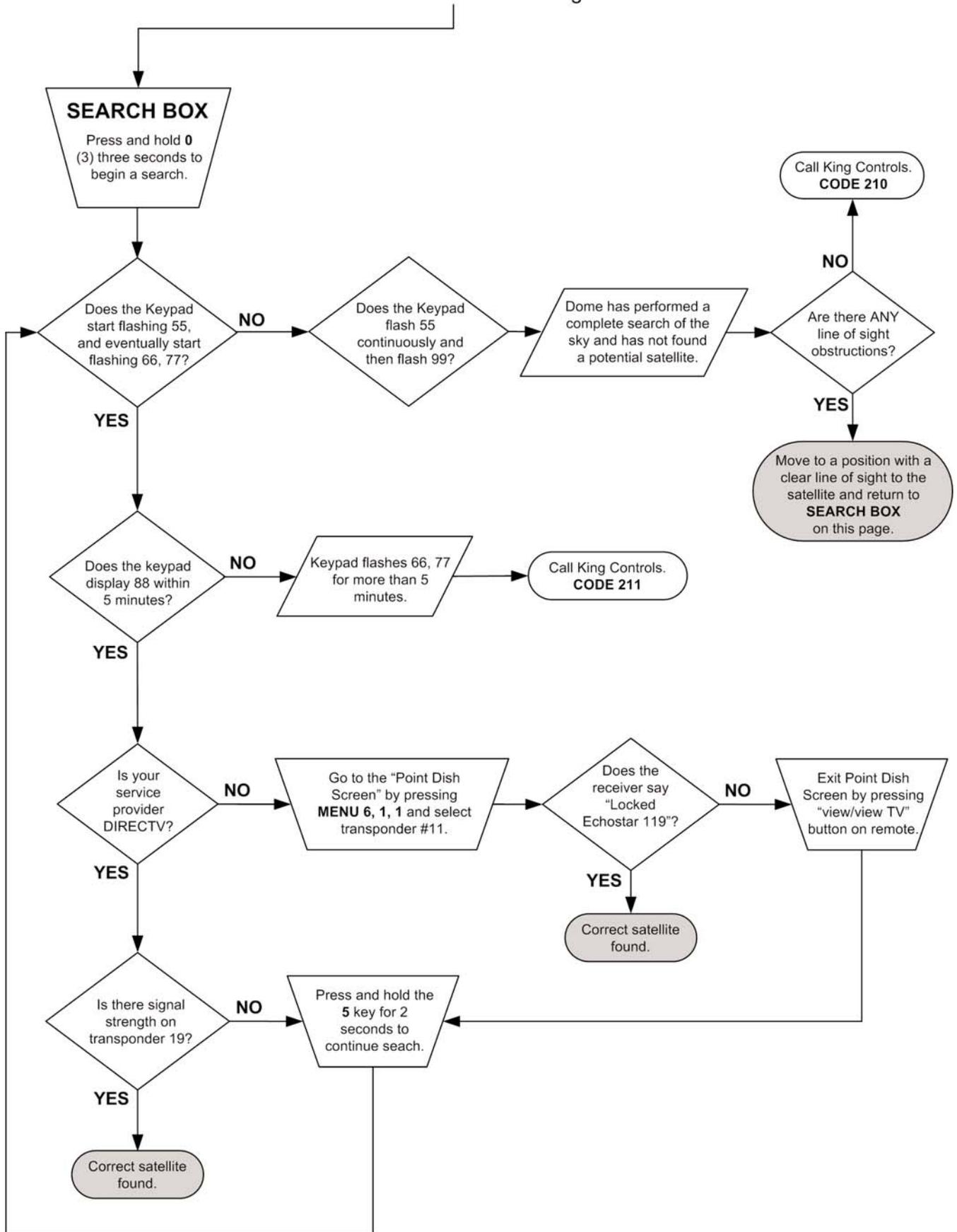
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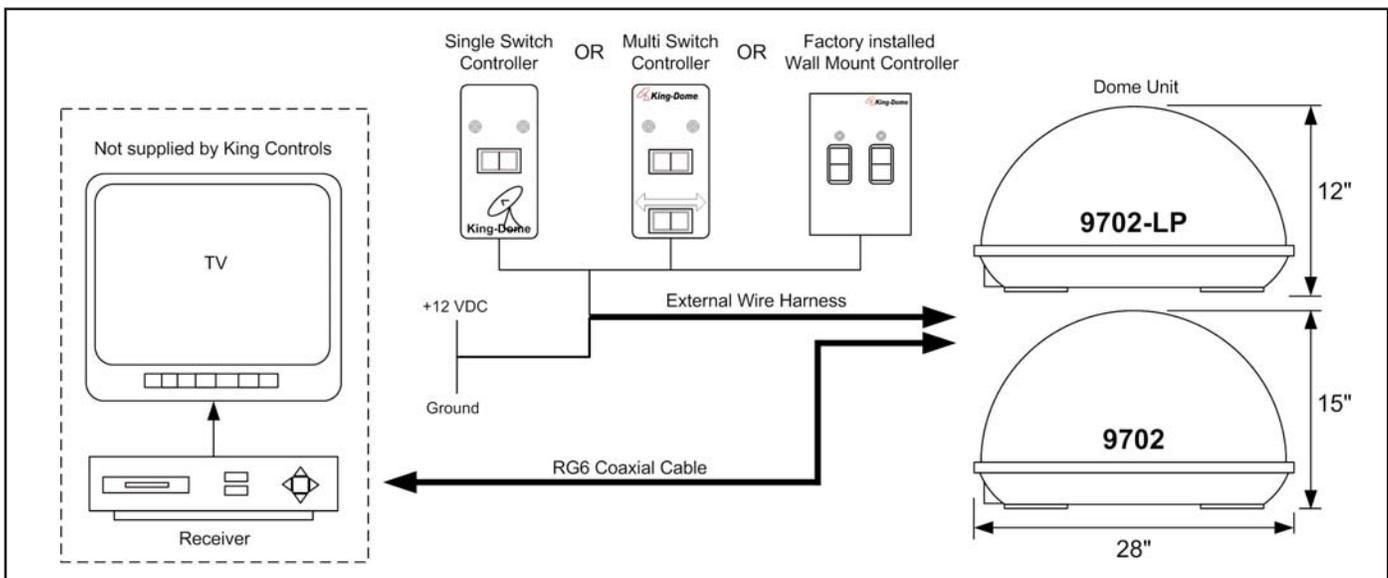
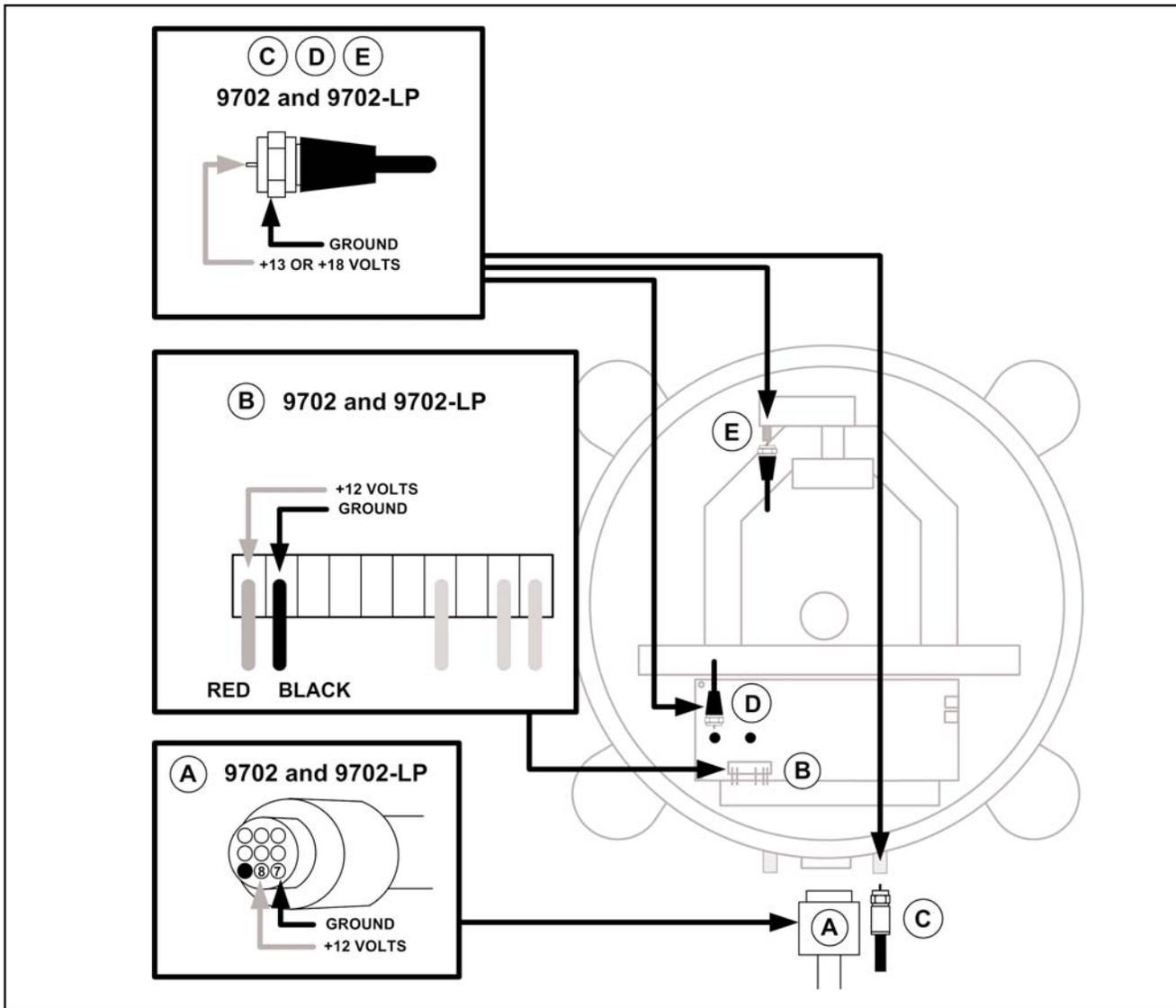
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# 9702, 9702-LP WIRING DIAGRAMS FOR FLOWCHART

Serial Number 170000 and higher



# 9702, 9702-LP KEYPAD FLOWCHART

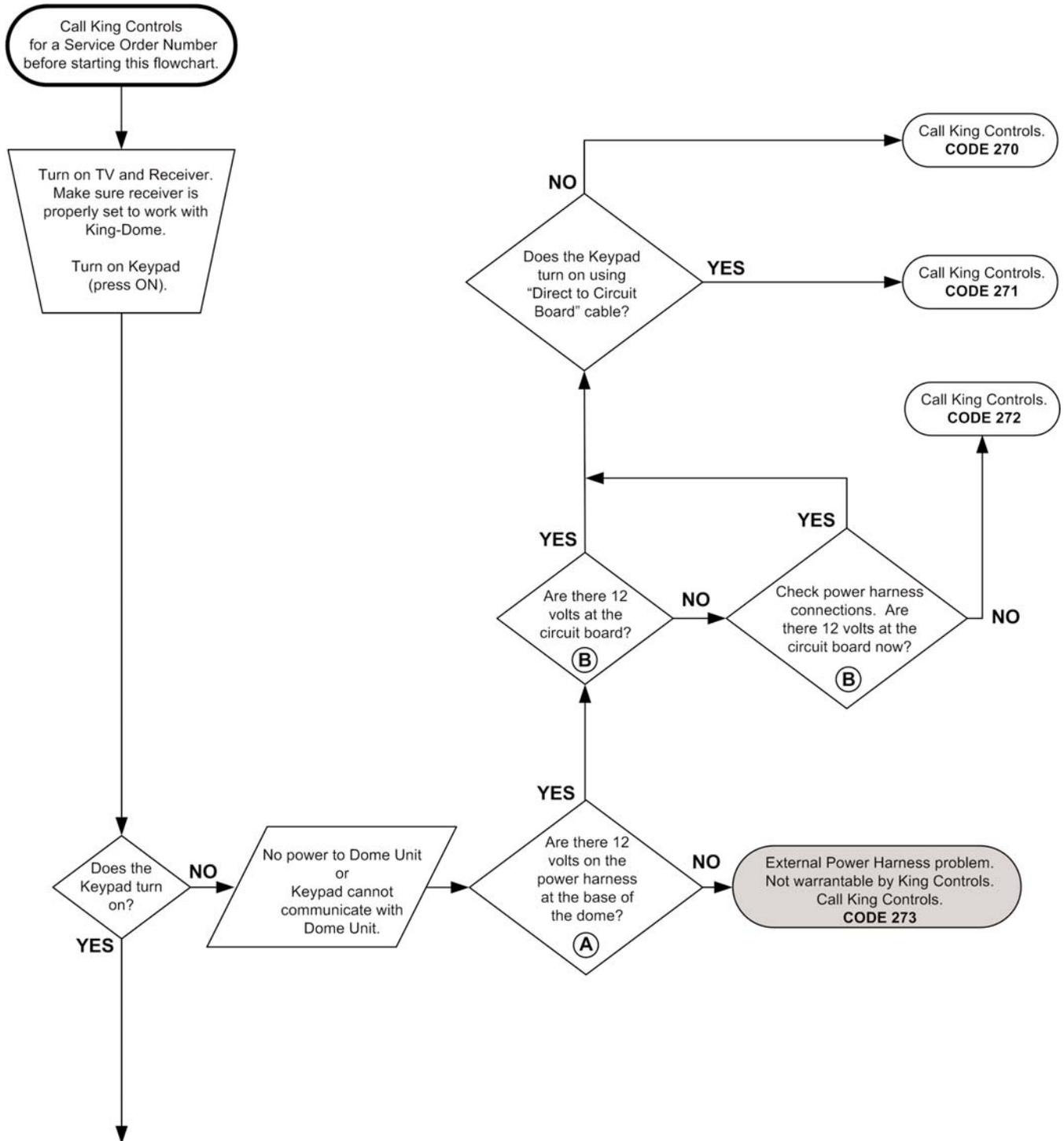
## Serial Number 170000 and higher



### IMPORTANT!

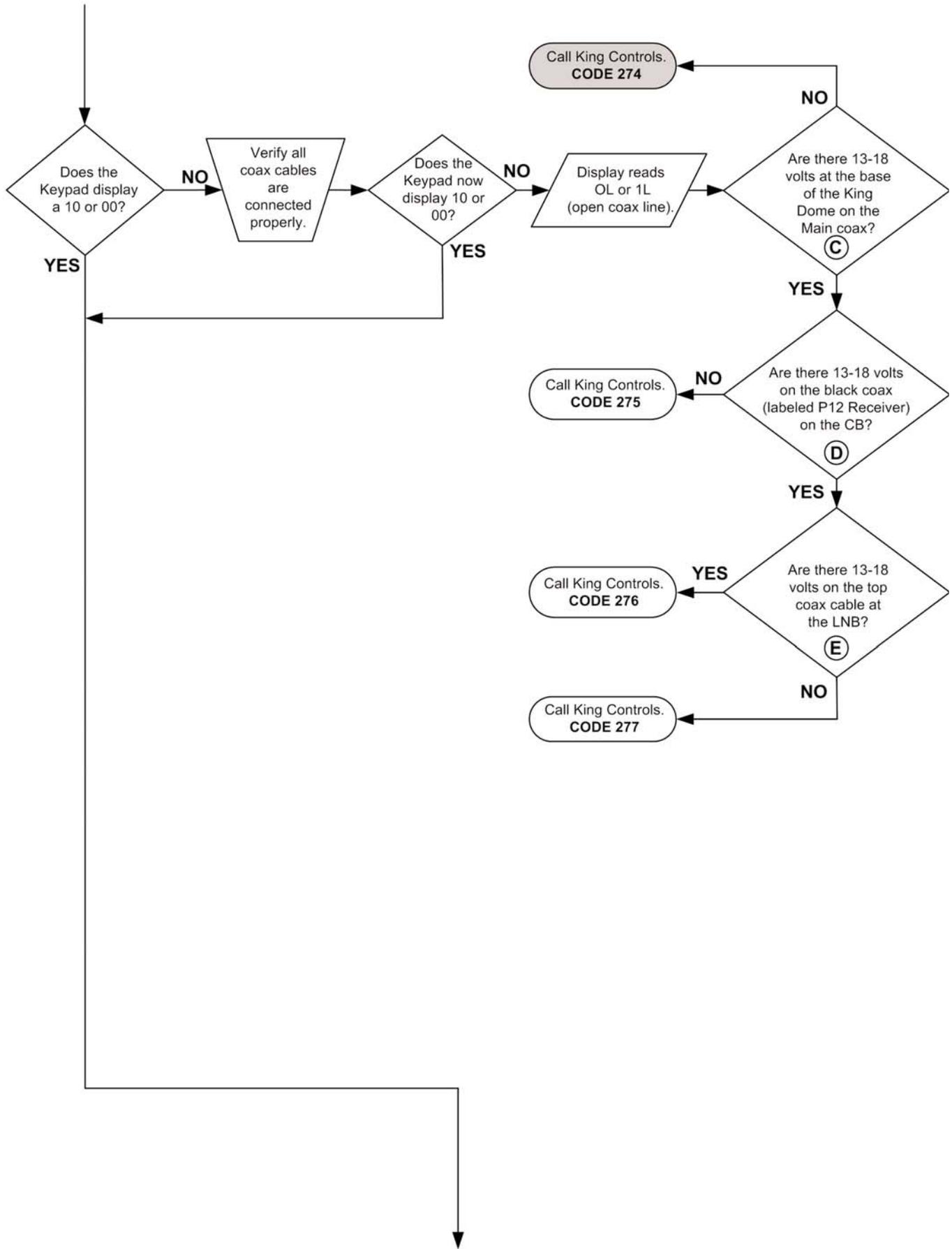
Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.

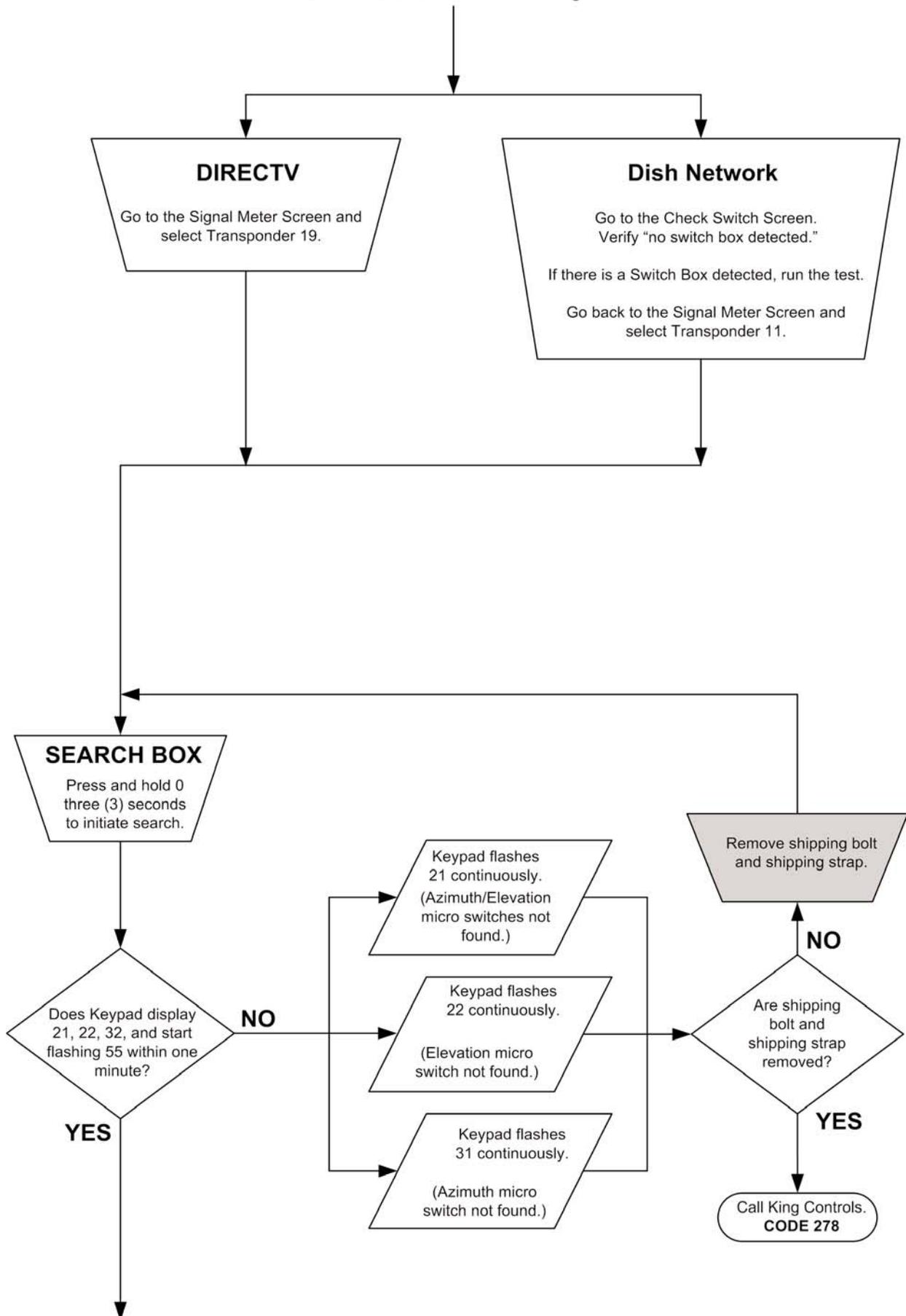


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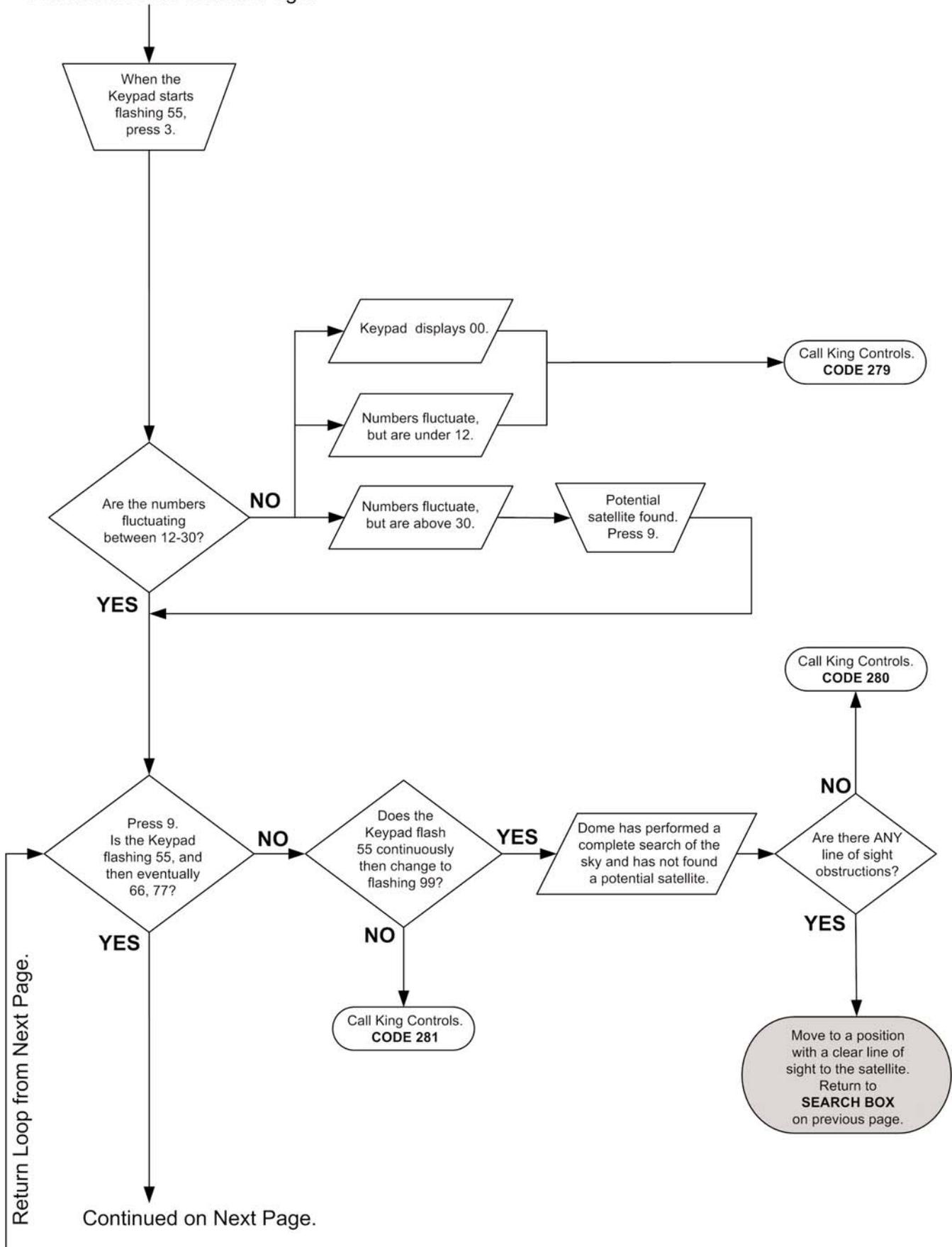


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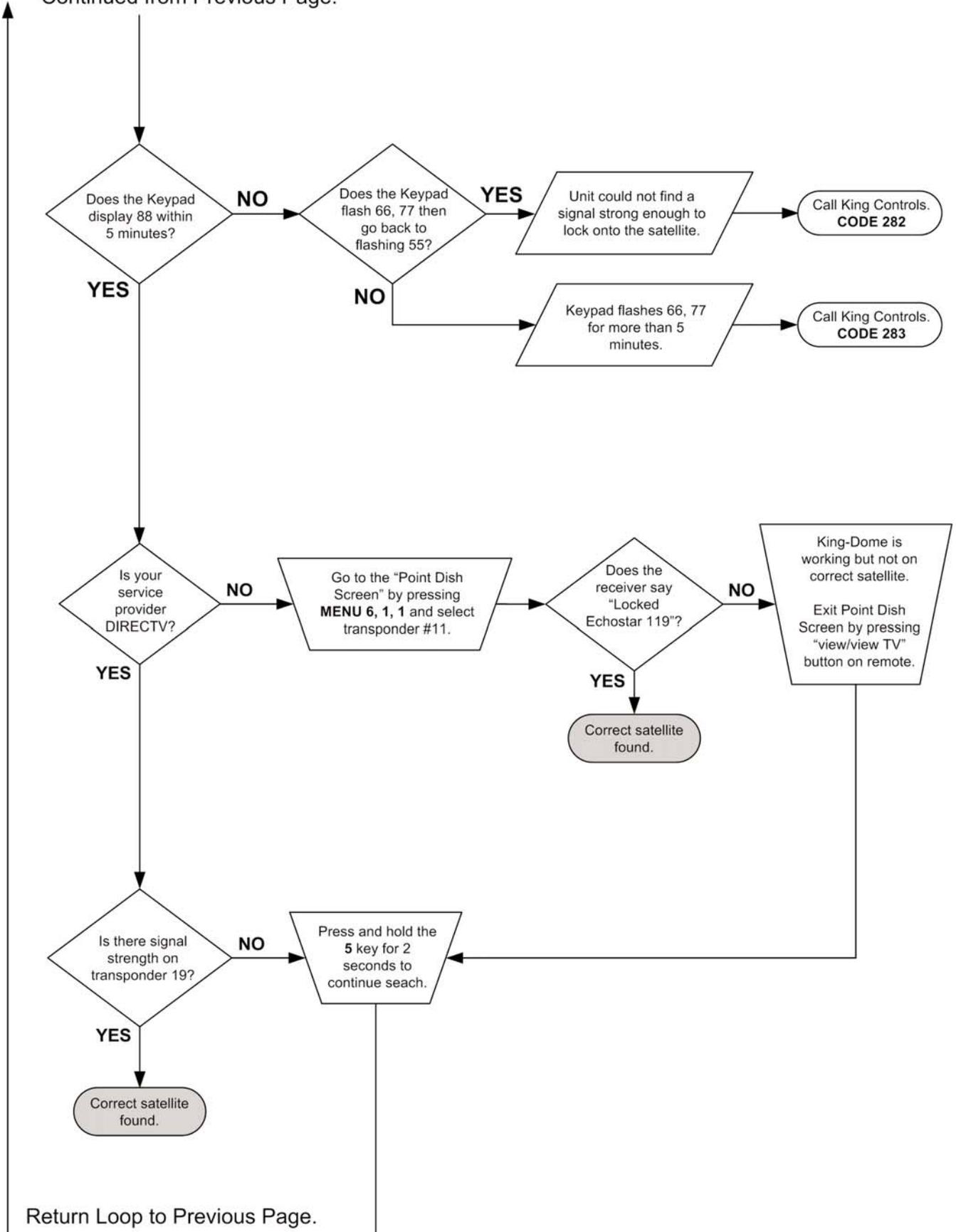


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## **Section 5**

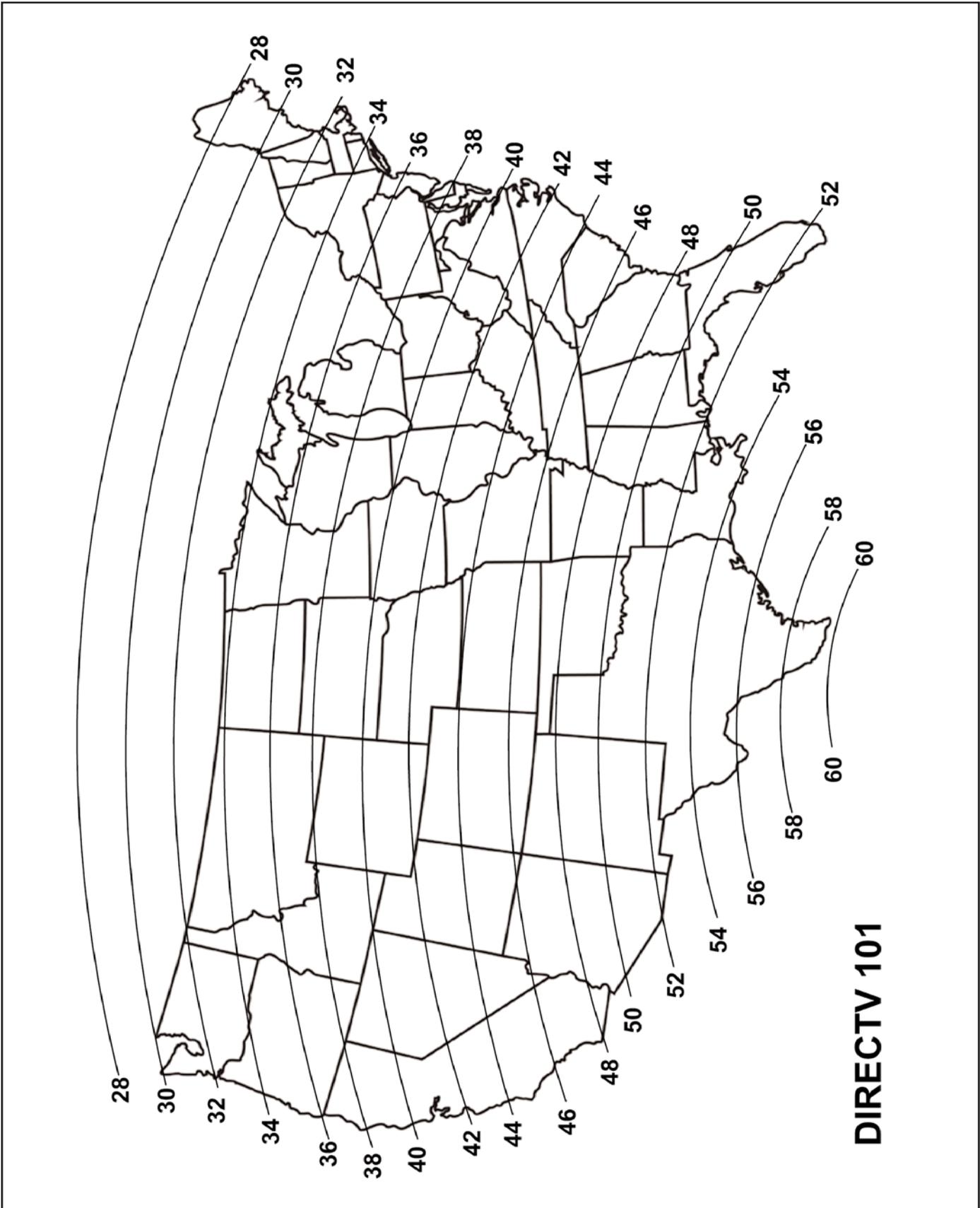
# **REFERENCE**

**9630, 9630-LP**

**9702, 9702-LP**

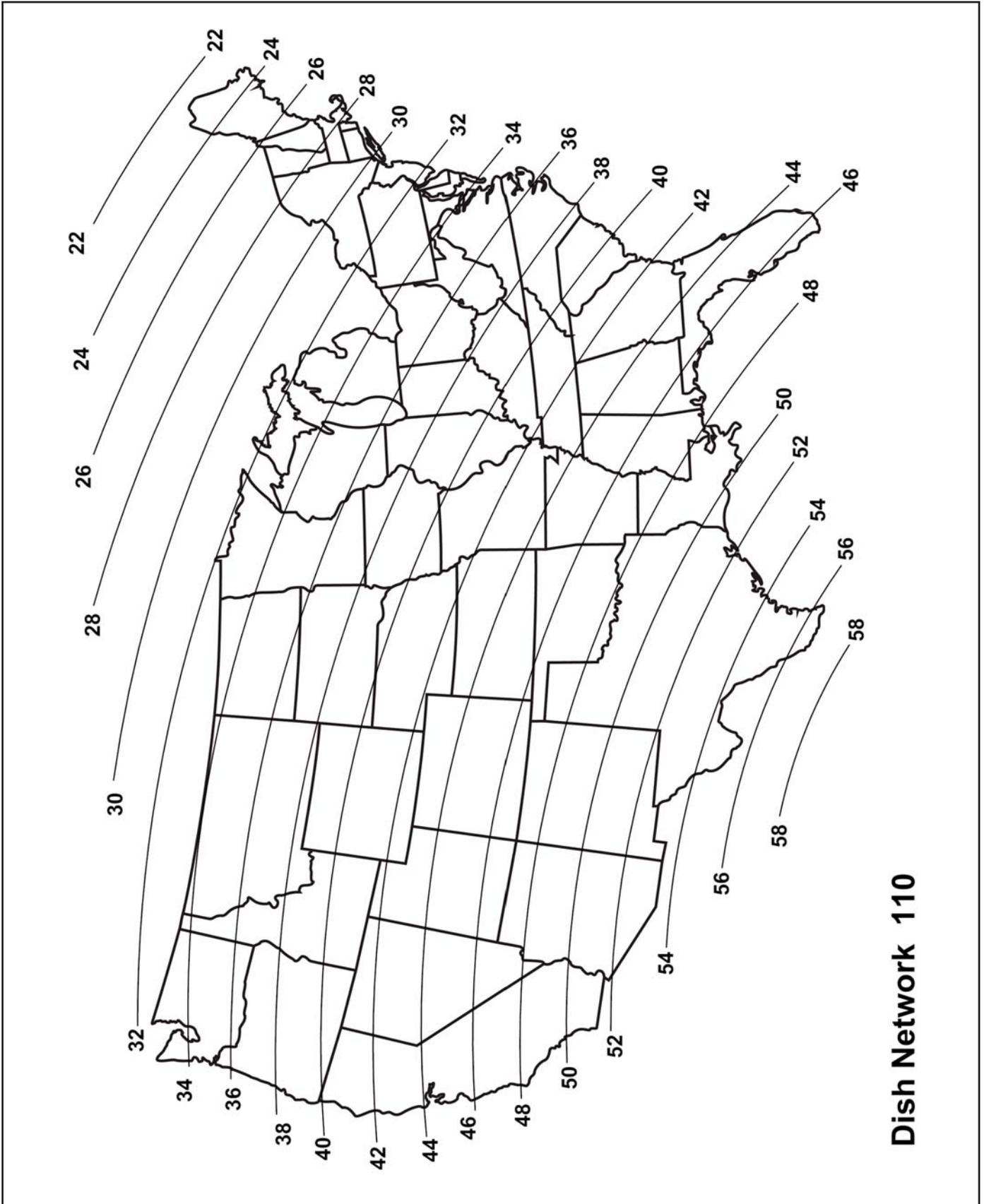
# ELEVATION MAP FOR DIRECTV 101

All Serial Numbers



# ELEVATION MAP FOR DISH NETWORK 110

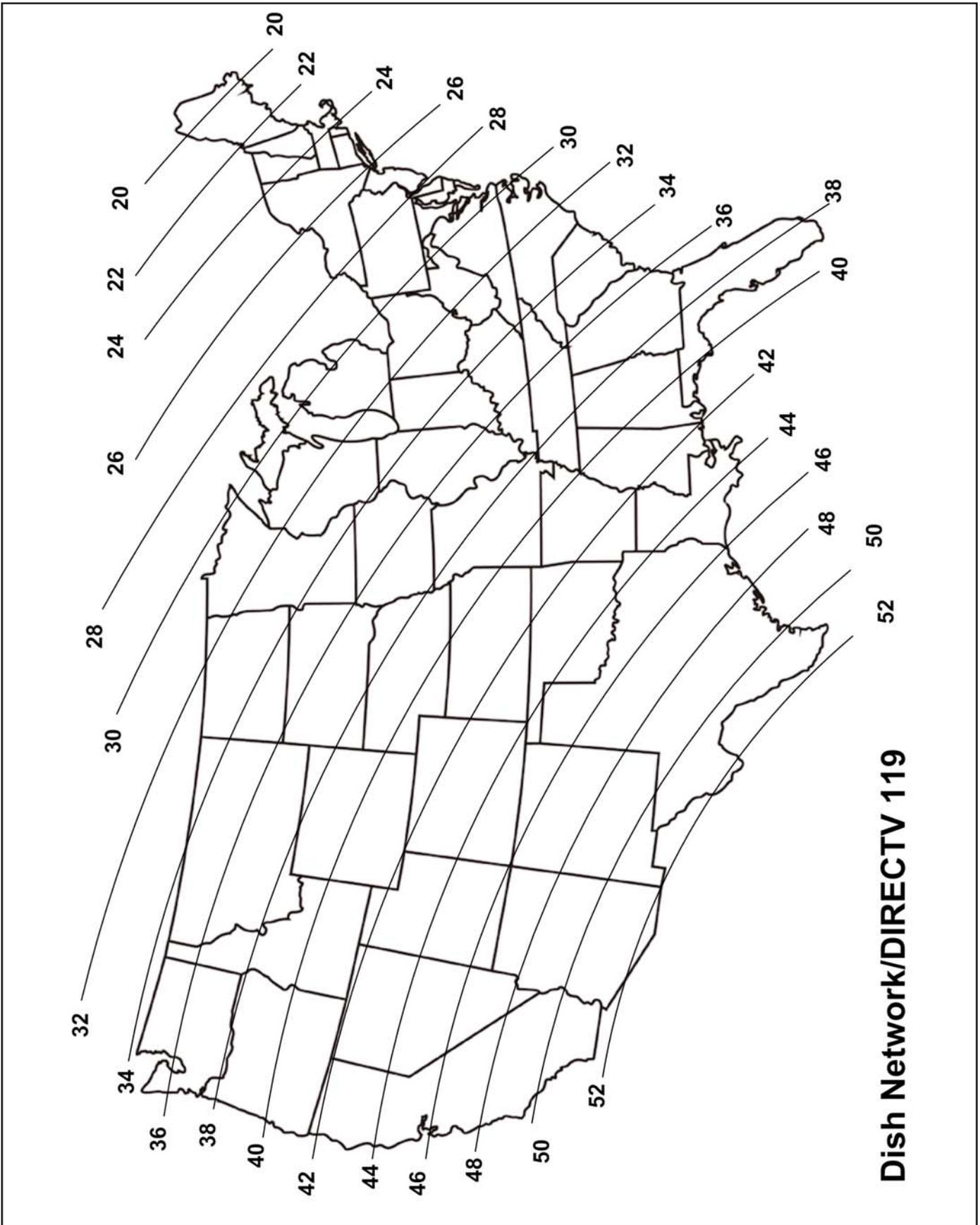
## All Serial Numbers



**Dish Network 110**

# ELEVATION MAP FOR DISH NETWORK / DIRECTV 119

All Serial Numbers



**Dish Network/DIRECTV 119**

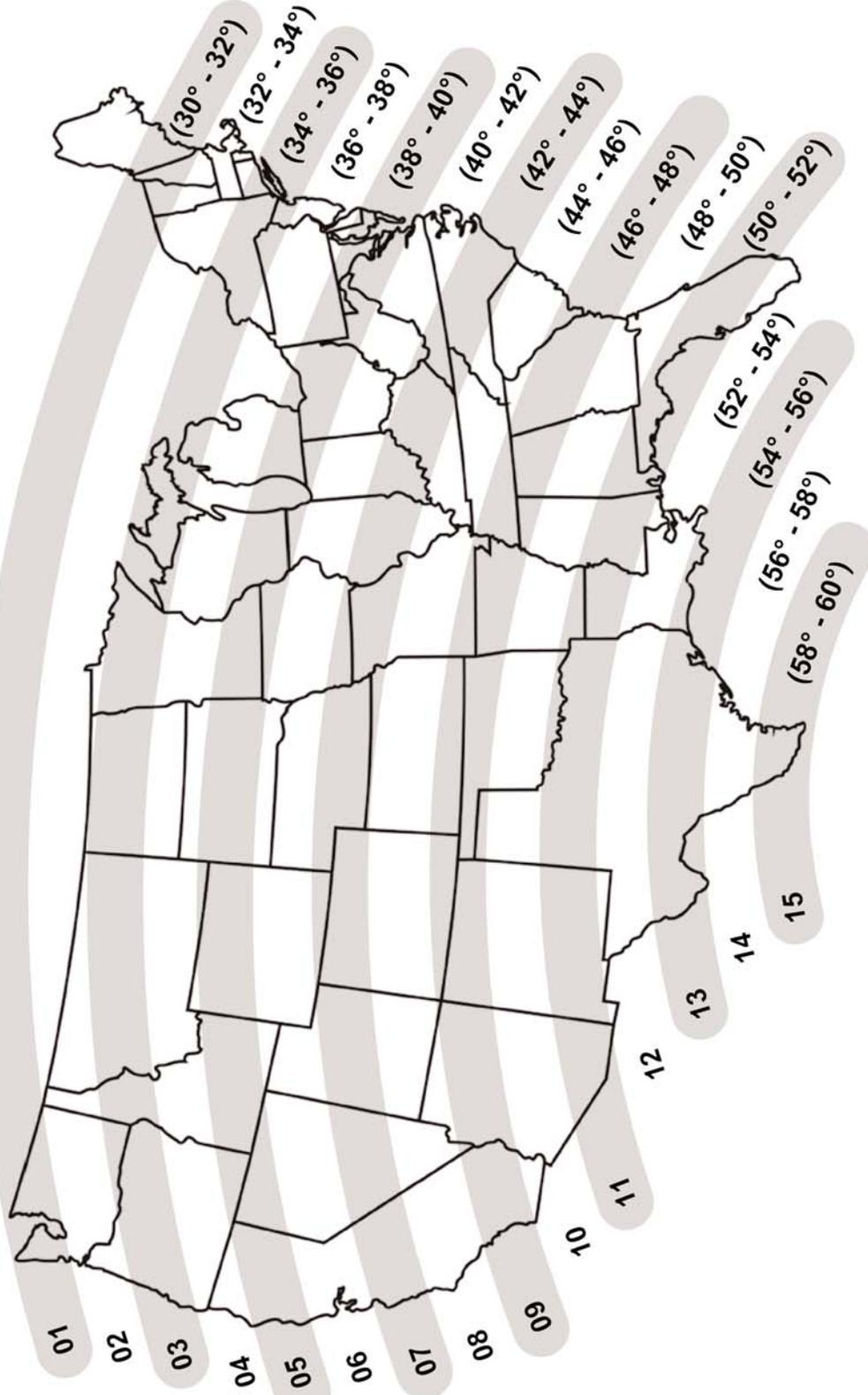
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# ZONE MAP FOR DIRECTV 101

Serial Number 169999 and lower

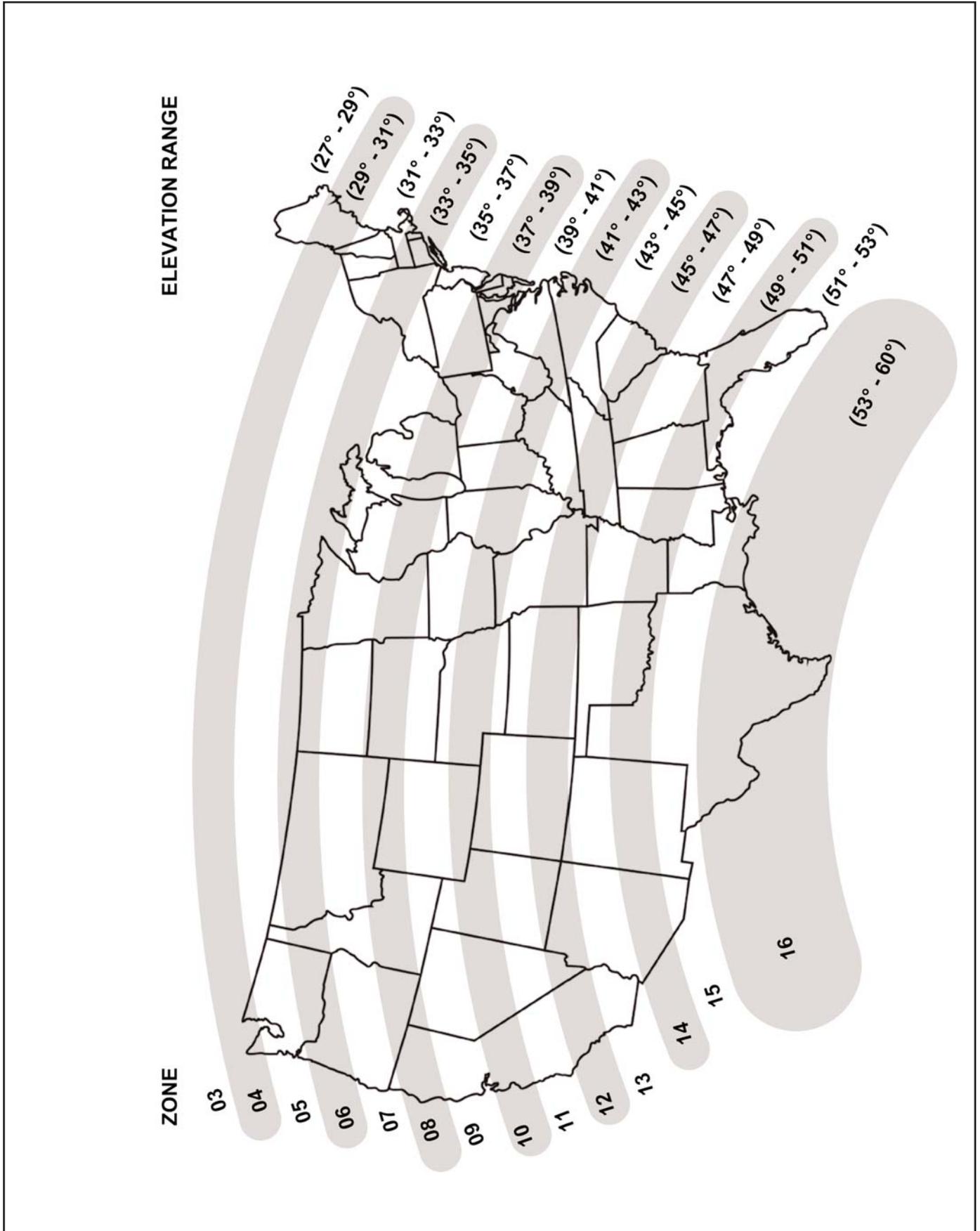
ELEVATION RANGE

ZONE



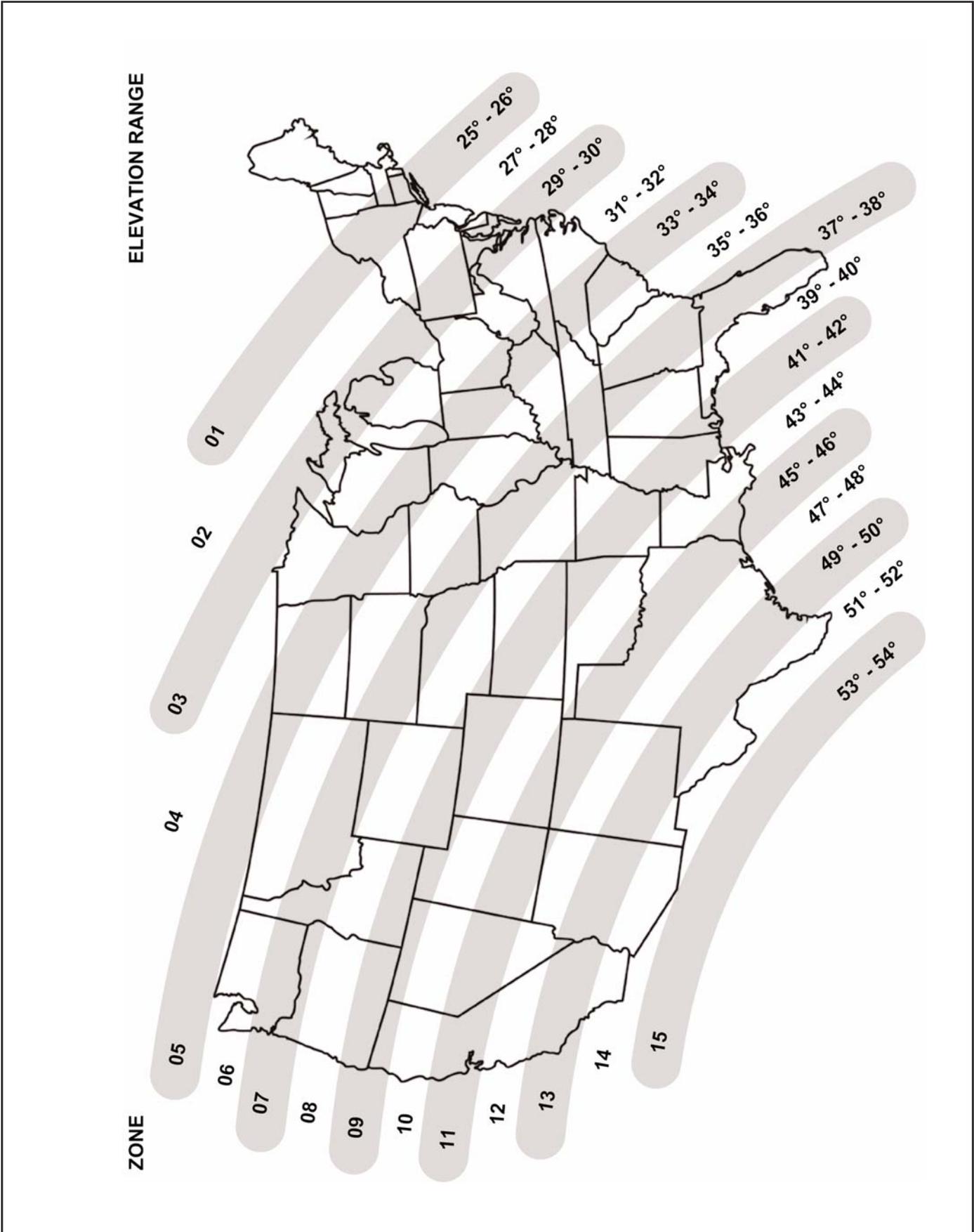
# ZONE MAP FOR DIRECTV 101

Serial Number 170000 and higher



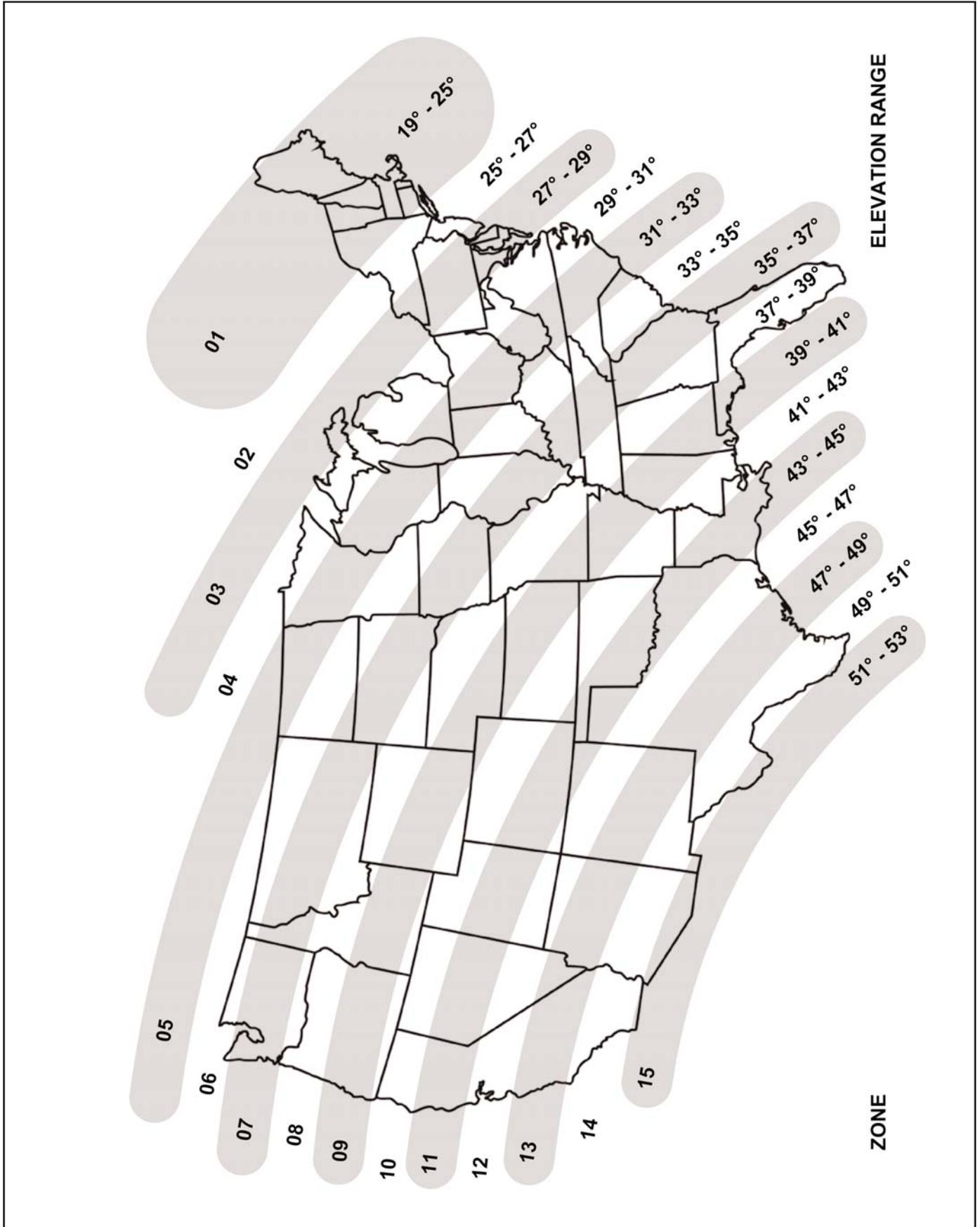
# ZONE MAP FOR DISH NETWORK 119

Serial Number 169999 and lower



# ZONE MAP FOR DISH NETWORK 119

Serial Number 170000 and higher

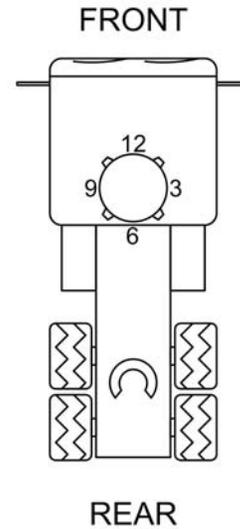
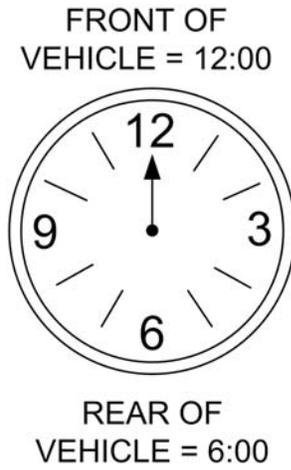
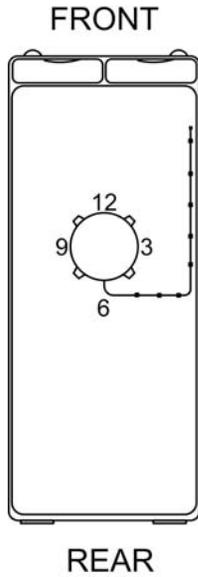


# DEFINITION OF TERMS

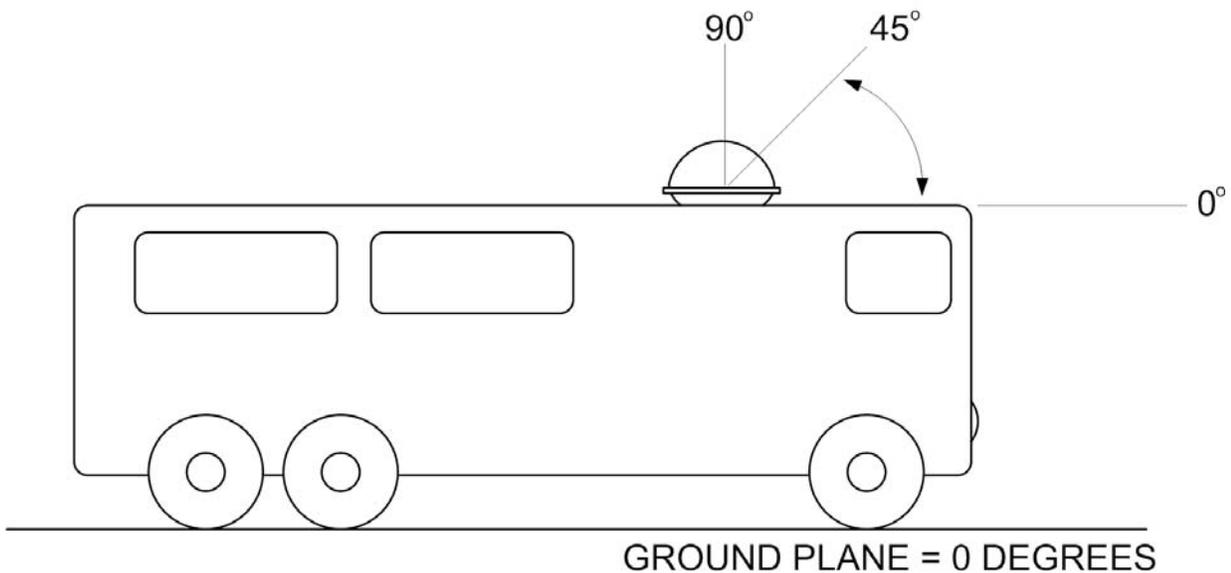
9630, 9630-LP, 9702, 9702-LP All Serial Numbers

**AZIMUTH:** Circular rotation around the vehicle.

Like a clock face: front of vehicle is 12:00, rear is 6:00.



**ELEVATION:** Angle in degrees measured from the ground plane.



# DIRECT TO CIRCUIT BOARD CABLE

9630, 9630-LP, 9702, 9702-LP All Serial Numbers

**IMPORTANT!** Only the Direct to Circuit Board Cable will work for this procedure. A standard phone cord WILL NOT WORK.

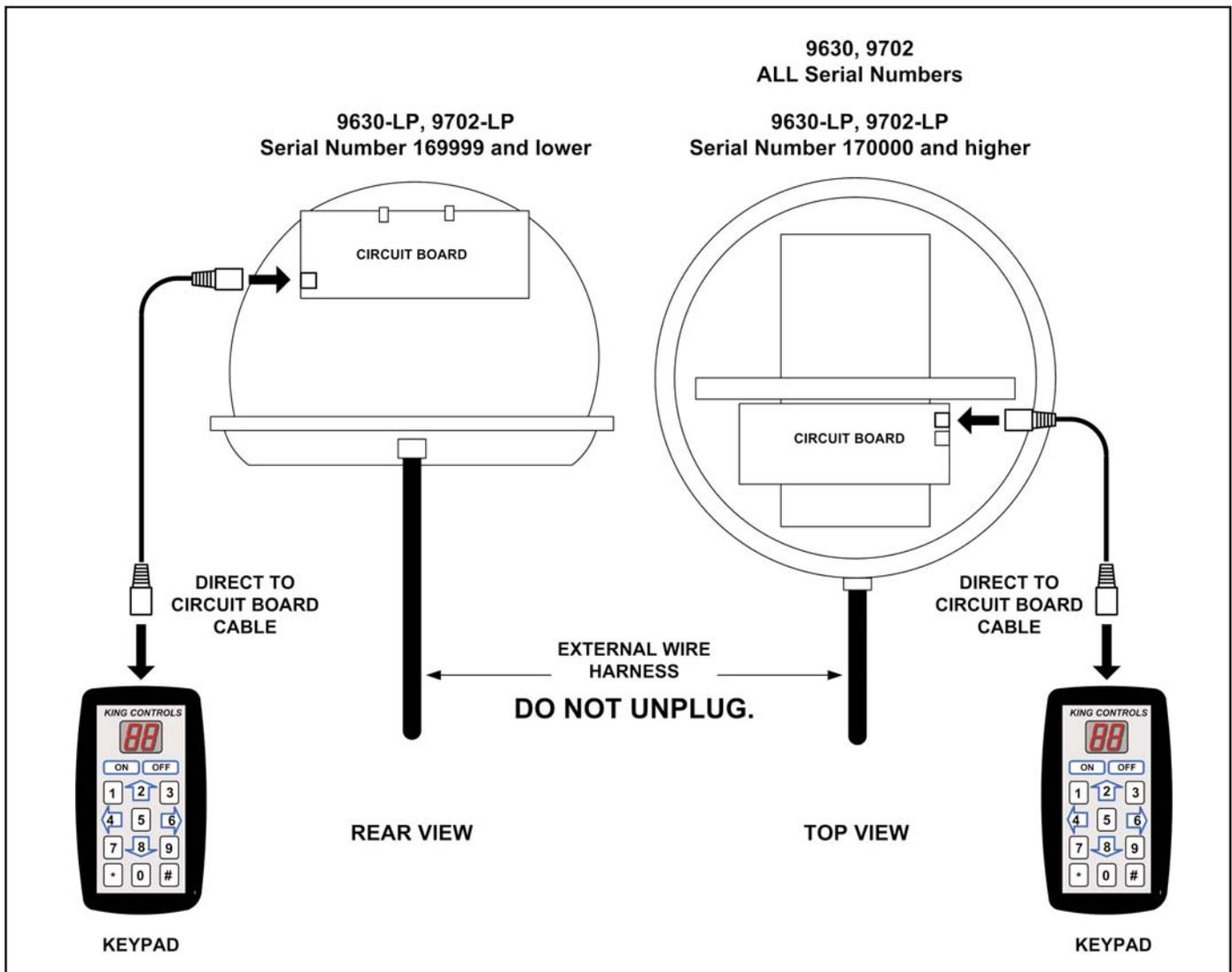
Call King Controls before performing this procedure.

Note: Warranty does not cover external wiring.

The Direct to Circuit Board Cable (supplied by King Controls) is used to verify that the data cable in the external wire harness is good.

Leave the external wire harness connected to the back of the dome unit.

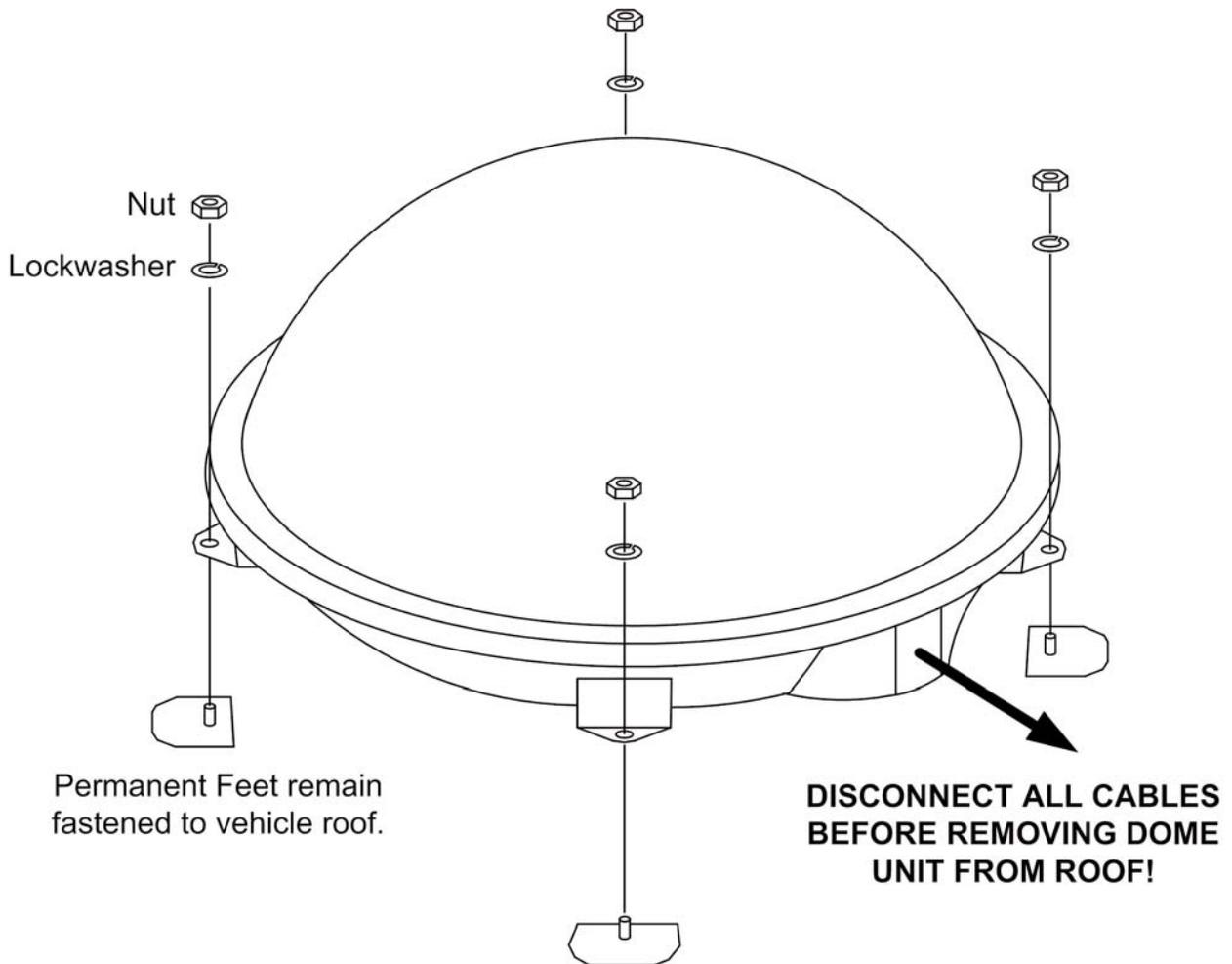
Connect the Direct to Circuit Board Cable between the Keypad and the circuit board and press ON. The Keypad should turn on.



## 2 PART REMOVABLE DOME FEET

Note: Newer King-Dome models feature a two part foot. This enables the dome unit to be easily removed from the roof of the vehicle without compromising the roof seal.

**IMPORTANT! Be sure to disconnect all cables from the back of dome unit before removing from roof.**



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## Section 6

# TRAC-KING

**9760, 9762**

**9760-LP, 9762-LP**

**IMPORTANT!** Some of the 9762 and 9762-LP functions have changed slightly starting with serial number 362652. Please make sure you are using the correct procedure for the serial number of the unit you are working on. Each procedure notes the serial number range at the top of the page.

Note: For more detailed installation information, please refer to the 9760/62 and 9760/62-LP Installation and Operating Instructions Manual available on our website at [www.kingcontrols.com](http://www.kingcontrols.com).

# 9760/62 & 9760/62-LP BASIC OPERATION

## All Serial Numbers

Note: This example is for the DTV 101 satellite in Region 2-North Central. The information on your controller will vary depending on the satellite and region you have chosen.

1. Turn on TV and satellite receiver. "Searching for Satellite Signal" or similar should appear on TV.

2. Press  Unit powers up, performs a self-diagnostic and loads software.



**POWER UP  
PLEASE WAIT**

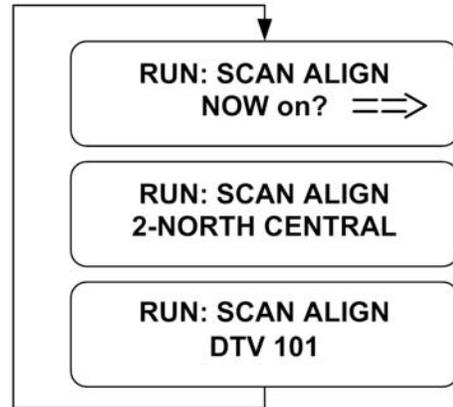
**LOADING  
PLEASE WAIT**

SN 362651 and lower

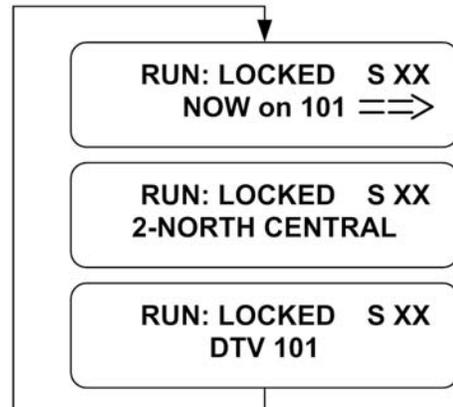
**IDB2 VER 1.x**

SN 362652 and higher

Unit begins searching for the selected satellite.



Unit has locked onto the selected satellite.



Note: The Trac-King must remain powered on to maintain a signal. If you are going to be stationary and wish to continue watching TV, **DO NOT TURN THE SYSTEM OFF.**

# SET REGION

## All serial Numbers

Note: Setting the current region reduces satellite acquisition time.

1. Press  Unit goes into IDLE/HOLD mode.

**IDLE/HOLD SXX**  
**NOW on 101 ==>**



2. Press  Unit goes into USER SETUP menu.

**USER SETUP ==>**  
**Rev xxxx sn xxxxx**

3. Press  Unit goes into SET REGION menu.

**SET REGION**  
**■■■■■■■■**

4. Press   
or  Find your location on the map below and determine which region you are in. Use the plus and minus buttons to display your region on the controller.

**Display your region on the controller.**

5. Press  Sets REGION into memory.

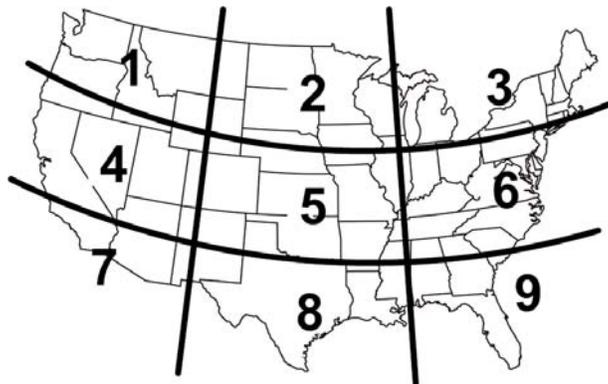
**IDLE/HOLD SXX**  
**NOW on 101 ==>**

6. Press  Unit searches based on new REGION.

**RUN: SCAN ALIGN**  
**DTV 101**

### REGION OPTIONS:

- 1 NORTH WEST
- 2 NORTH CENTRAL
- 3 NORTH EAST
- 4 CENTRAL WEST
- 5 MIDDLE CENTRAL
- 6 CENTRAL EAST
- 7 SOUTH WEST
- 8 SOUTH CENTRAL
- 9 SOUTH EAST
- 0 ALL REGIONS
- 0 RECALIBRATE



# SET SATELLITE SERVICE

## All Serial Numbers

### SATELLITE OPTIONS

DTV 101	DIRECTV at 101 West Longitude
EXPVU 82	Bell ExpressVu at 82
Dish 148	Dish Network at 148
EXPVU 91	Bell ExpressVu at 91
Dish 61	Dish Network at 61
DTV 101/119	DIRECTV at 101 and 119
DTV 101/110 HD	DIRECTV at 101 and 110 (High Definition)
SAT 119	Dish Network at 119
SAT 110	Dish Network at 110

Note: The King Controls HD TV Converter Box (#9747 or #9747-AM) is required to receive HD programming from the DIRECTV satellite at 110 W.

1. Press

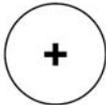


Unit goes into SET SATELLITE menu.

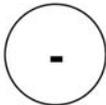
**SET SATELLITE**



2. Press



or



Use the plus and minus buttons to display your selected satellite on the controller.

**Display selected  
satellite on controller.**

3. Press



Sets satellite in memory.  
Unit moves to new selected satellite.

**RUN: SWITCHING**

**RUN: LOCKED**  
**Displays selected satellite**

Note: **For DIRECTV Subscribers:** The satellite setting allows the user to select the satellite and service provider of choice. For DIRECTV subscribers, the Trac-King can also track a secondary or alternate satellite.

Example: If you are a subscriber to the DIRECTV service most of the programming that you will be watching will be transmitted from the satellite located at 101 degrees. You may also subscribe to programming that is transmitted from another satellite located at 119 degrees. In order to receive programming from both satellites you can either select an individual (DTV 101) satellite manually from the display or you can select a multiple (DTV 101/119) satellite setup. The multiple satellite selection will automatically switch between satellites (DTV 101/119) based on the channel or programming that you select on the Satellite Receiver (multi-satellite capable receiver is required). Please keep in mind that the programming may pause (freeze frame) or pixelate while the antenna acquires and locks onto the new satellite.

The multiple satellite setting will work only if your satellite receiver is set up to work in oval dish mode. Consult your satellite receiver manual for instruction.

It is not recommended to use the DTV 101/119 setting unless there is programming on the DTV 119 satellite that you specifically subscribe to.

**For Dish Network Subscribers:** Use the procedure on the previous page to switch between the 110 and 119 satellites.

# TROUBLESHOOTING

## All Serial Numbers

**IMPORTANT!**  
Before performing any warranty work, you must call King Controls  
for a Service Order Number.

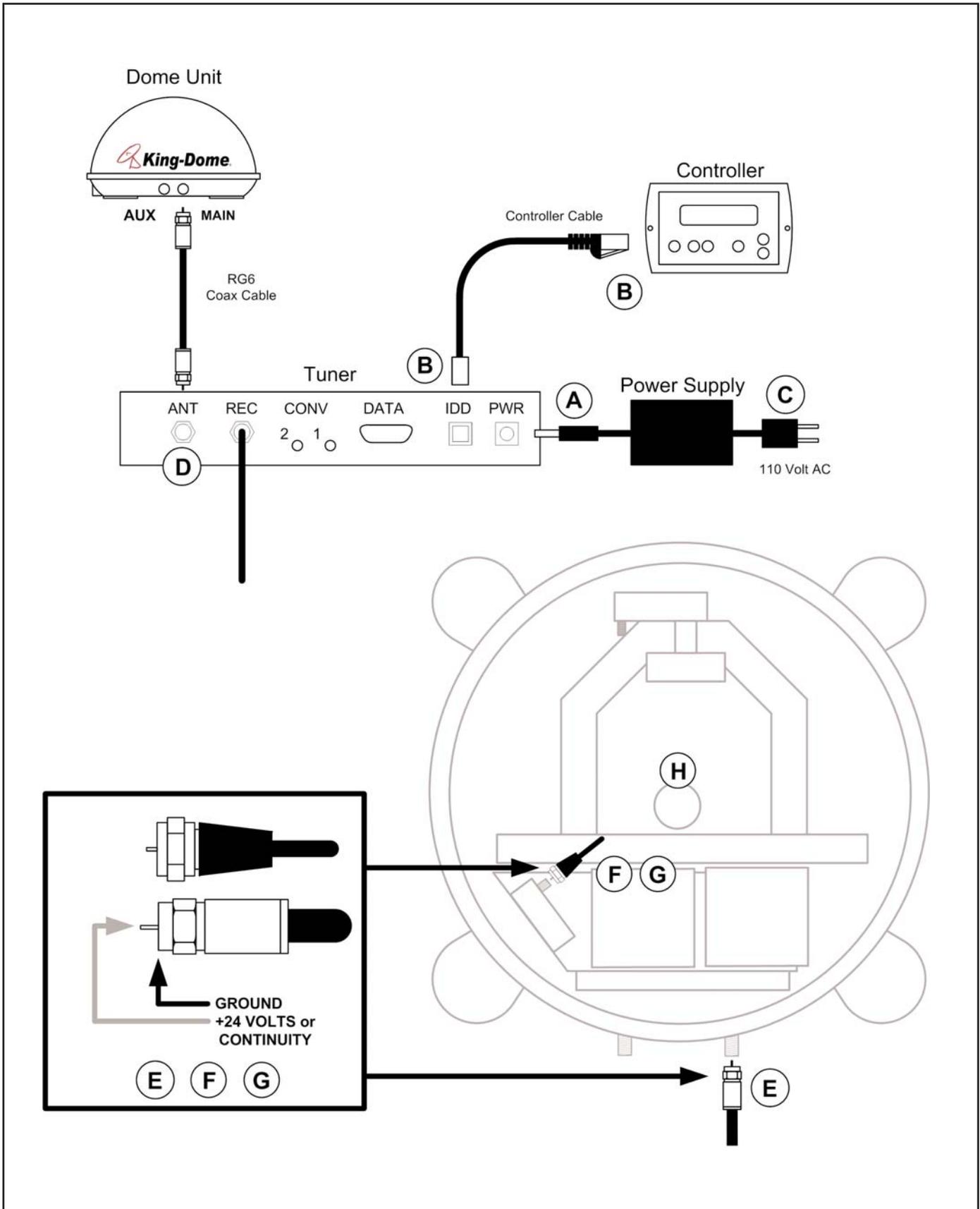
Note: The Keypad is not used with the Trac-King product line. All diagnostics and troubleshooting are performed with the end-user controller.

SYMPTOM	POSSIBLE SOLUTION
Controller does not power up.	Check: tuner is connected to power supply.  controller is connected to tuner.  power supply is plugged into 110 VAC outlet.
Controller remains in "Power Up, Please Wait" condition.	Disconnect power supply for 15 seconds, then reconnect.  Verify voltage on coax at dome unit is 24 volts.  Inspect rotary joint cable, then reseal (inside dome unit).  Inspect all coax cables and verify connections are snug but not overly tight (inside and outside dome unit).
Controller displays "Load Error."	Disconnect power supply for 15 seconds, then reconnect.  Inspect rotary joint cable, then reseal (inside dome unit).
Controller displays "AZ FAULT." Dish cannot rotate.	Verify shipping bolt(s) removed (bottom of dome unit).  Disconnect power supply for 15 seconds, then reconnect.  Perform <b>MECHANICAL CALIBRATION</b> (back of this section).  Perform <b>OPTION 21 RE-INITIALIZE and 0-RECALIBRATE</b> (back of this section).  Reseat ribbon cables (inside dome unit).

SYMPTOM	POSSIBLE SOLUTION
<p>Display reads "EL FAULT."</p>	<p>Make sure shipping tie strap is removed (back left hand side of dome unit).</p> <p>Disconnect power supply for 15 seconds, then reconnect.</p> <p>Perform <b>MECHANICAL CALIBRATION</b> (back of this section).</p> <p>Restart system. If problem persists, perform <b>OPTION 21 RE-INITIALIZE and 0-RECALIBRATE</b> (back of this section).</p> <p>Reseat ribbon cables (inside dome unit).</p>
<p>Only getting signal on 1/2 of transponders.</p>	<div style="background-color: #e0e0e0; padding: 10px; margin-bottom: 10px;"> <p><b>9762 / 9762-LP and 9762-SW ONLY (SN# 360325 and lower):</b></p> <p>Verify De-stacker is installed (see Wiring Diagrams in back of this section).</p> <p><b>IMPORTANT! The De-stacker must be installed even if only one TV and receiver are used.</b></p> </div> <p>Verify coax cables are tightly crimped with <b>SNAP 'N' SEAL®</b> or <b>F-COMPRESSION</b> style crimps only.</p> <p>Verify receiver is operating properly.</p> <p>Verify LNB type is set correctly.</p>
<p>Unit never locks on or locks on and drifts off of satellite.</p>	<p>Atmospheric moisture. Unit will lock on as weather improves.</p> <p>Check for obstruction in sky in direction of satellite. Select another satellite and verify unit locks on.</p> <p>Verify coax cables are tightly crimped with <b>SNAP 'N' SEAL®</b> or <b>F-COMPRESSION</b> style crimps only.</p> <p>Perform <b>OPTION 21 RE-INITIALIZE and 0-RECALIBRATE</b> (back of this section).</p> <p>Inspect all coax cables and verify connections are snug but not overly tight (inside and outside dome unit).</p>

# 9762, 9762-LP WIRING DIAGRAMS FOR FLOWCHARTS

## All Serial Numbers



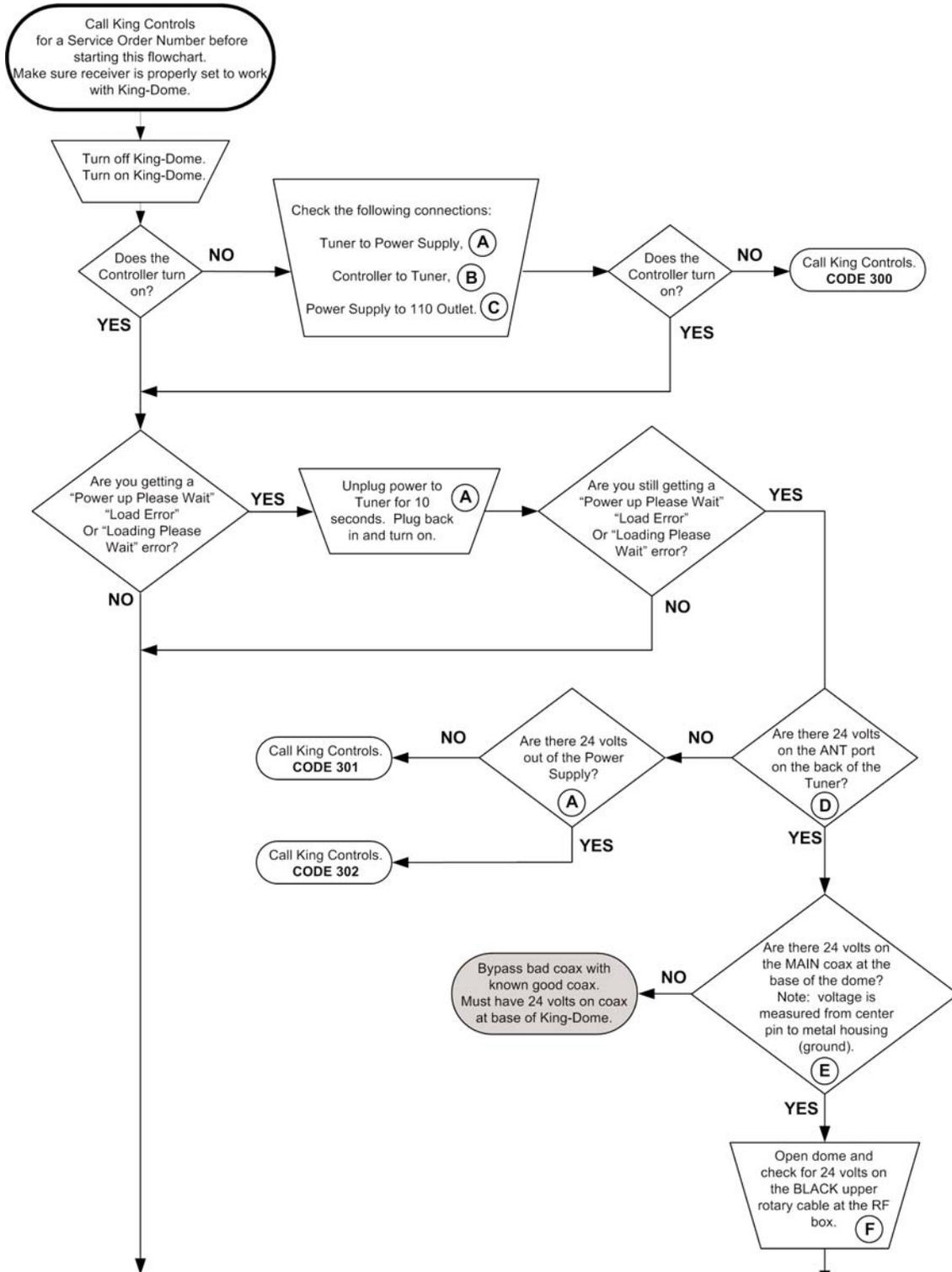
# 9762, 9762-LP FLOWCHART

Serial Number 362651 and lower

## IMPORTANT!

Before performing any warranty work, you must call King Controls for a Service Order Number.

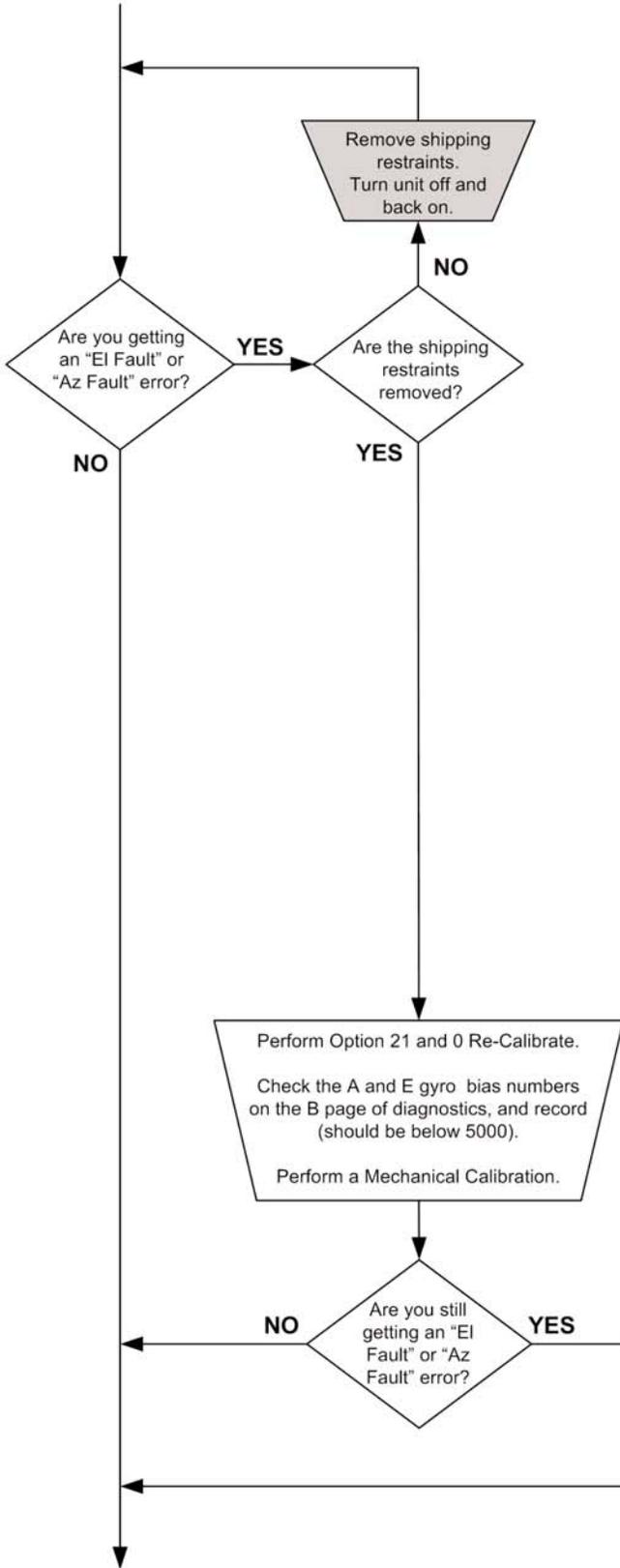
Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.



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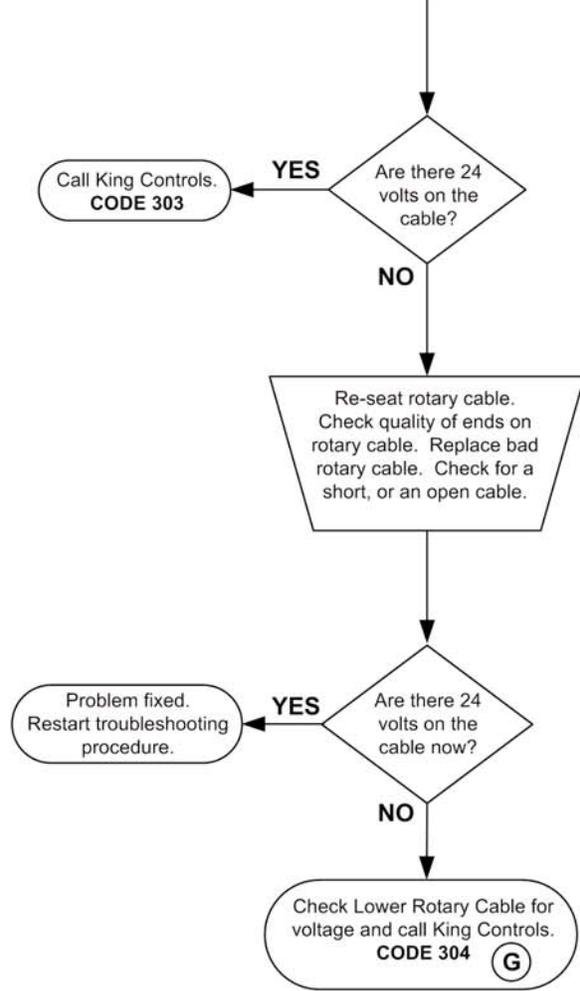
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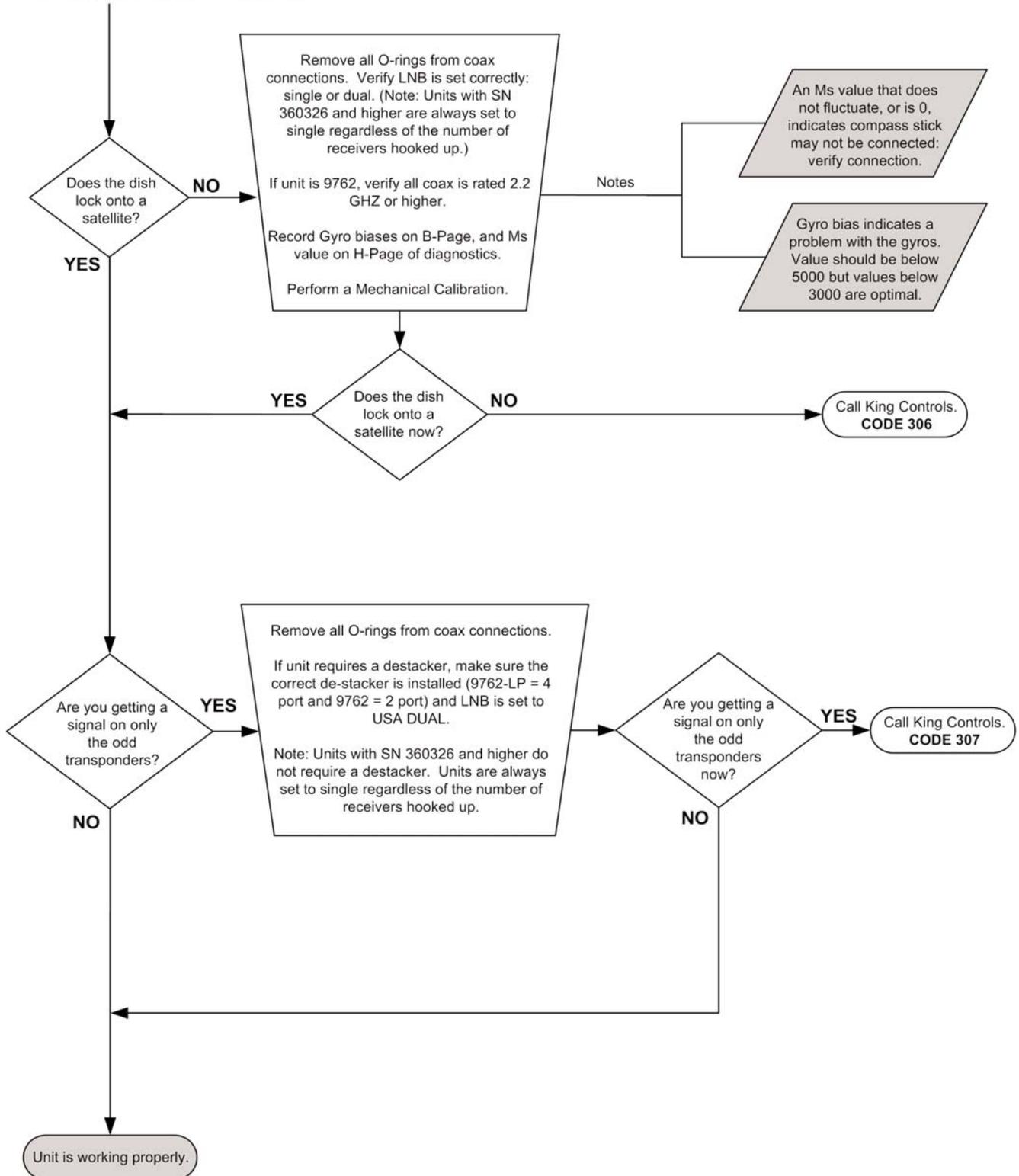


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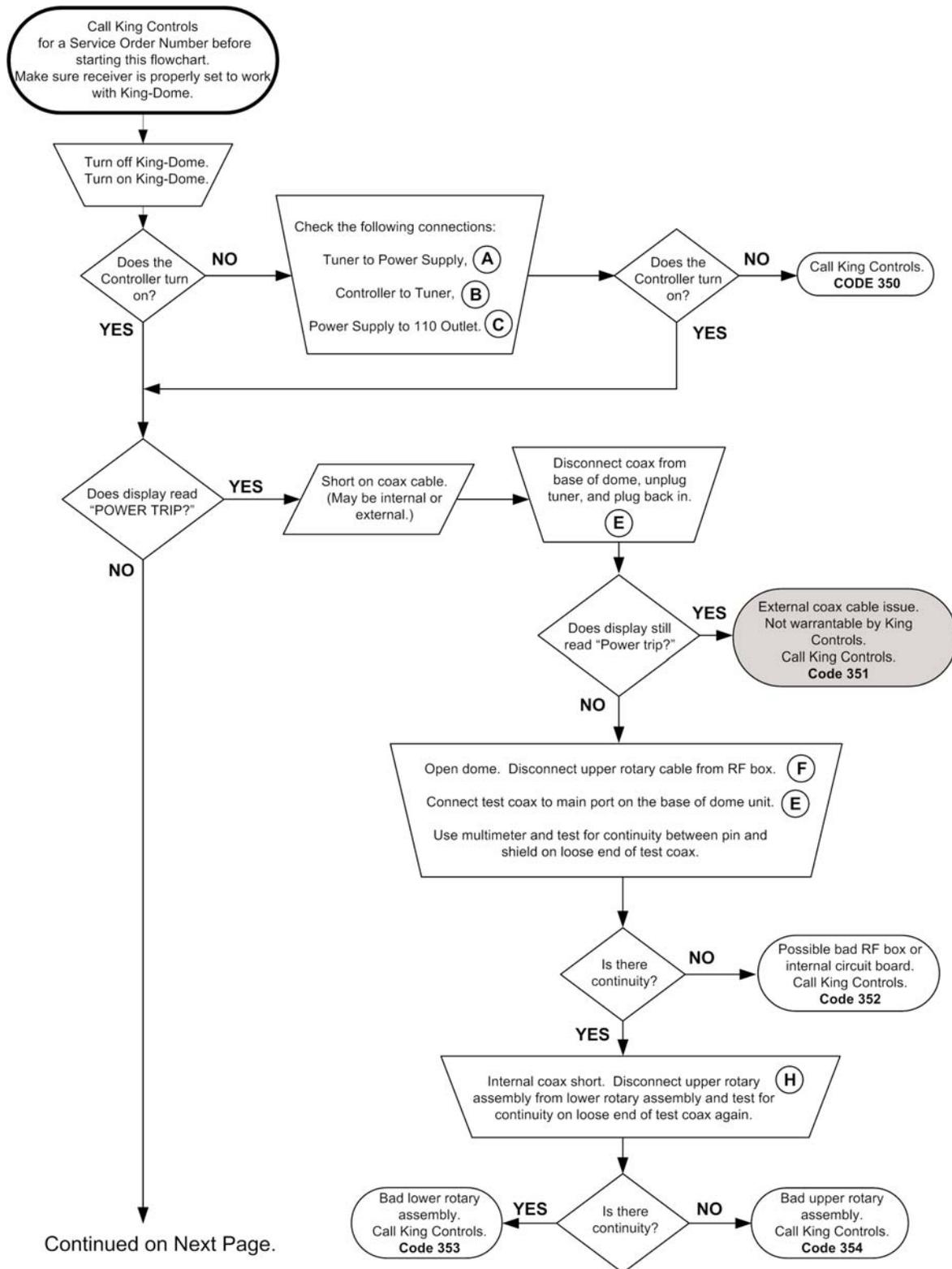
# 9762 & 9762-LP FLOWCHART

Serial Number 362652 and higher

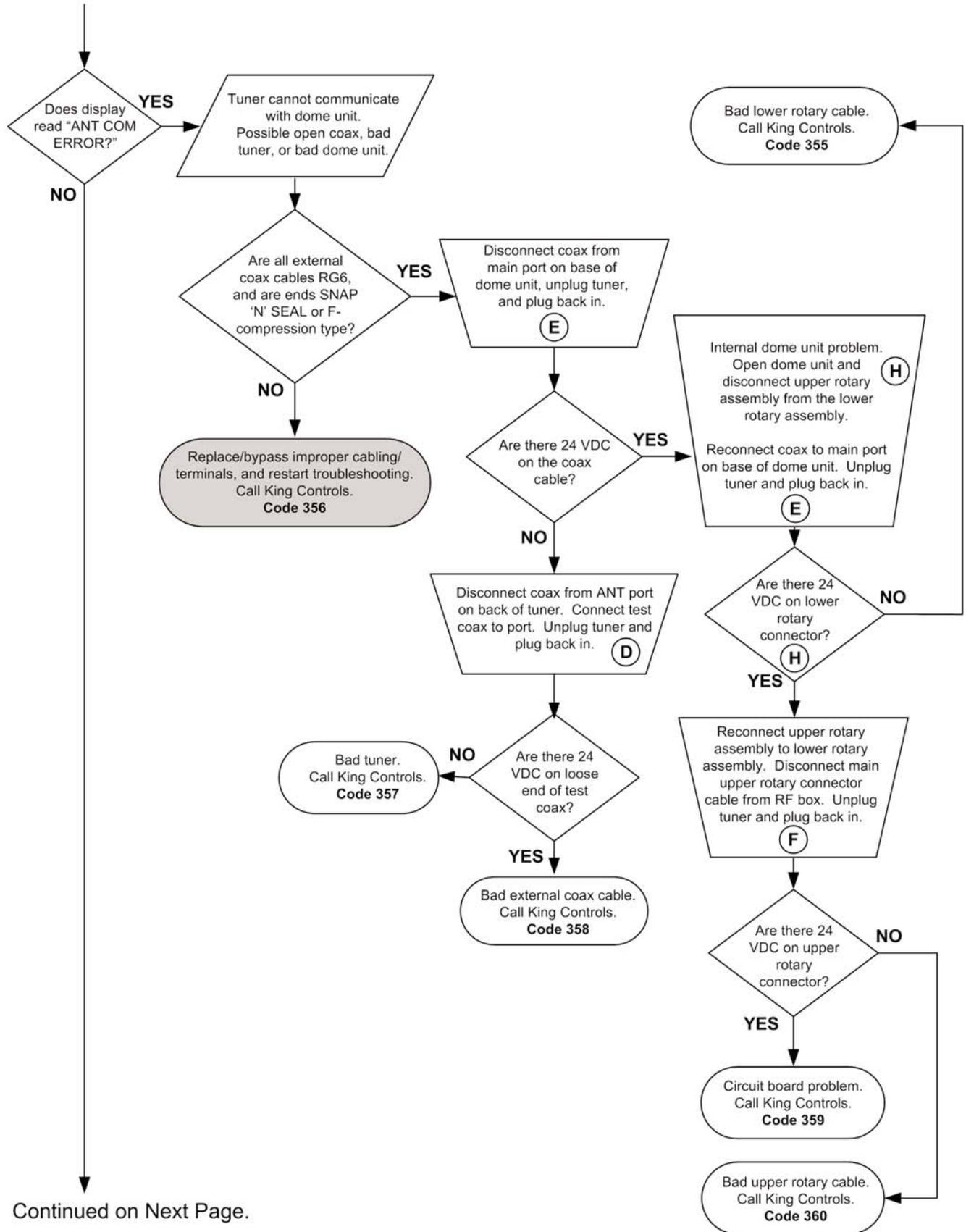
## IMPORTANT!

Before performing any warranty work, you must call King Controls for a Service Order Number.

Note: Non-warrantable issues are indicated by, but not limited to, grey boxes in flowcharts.

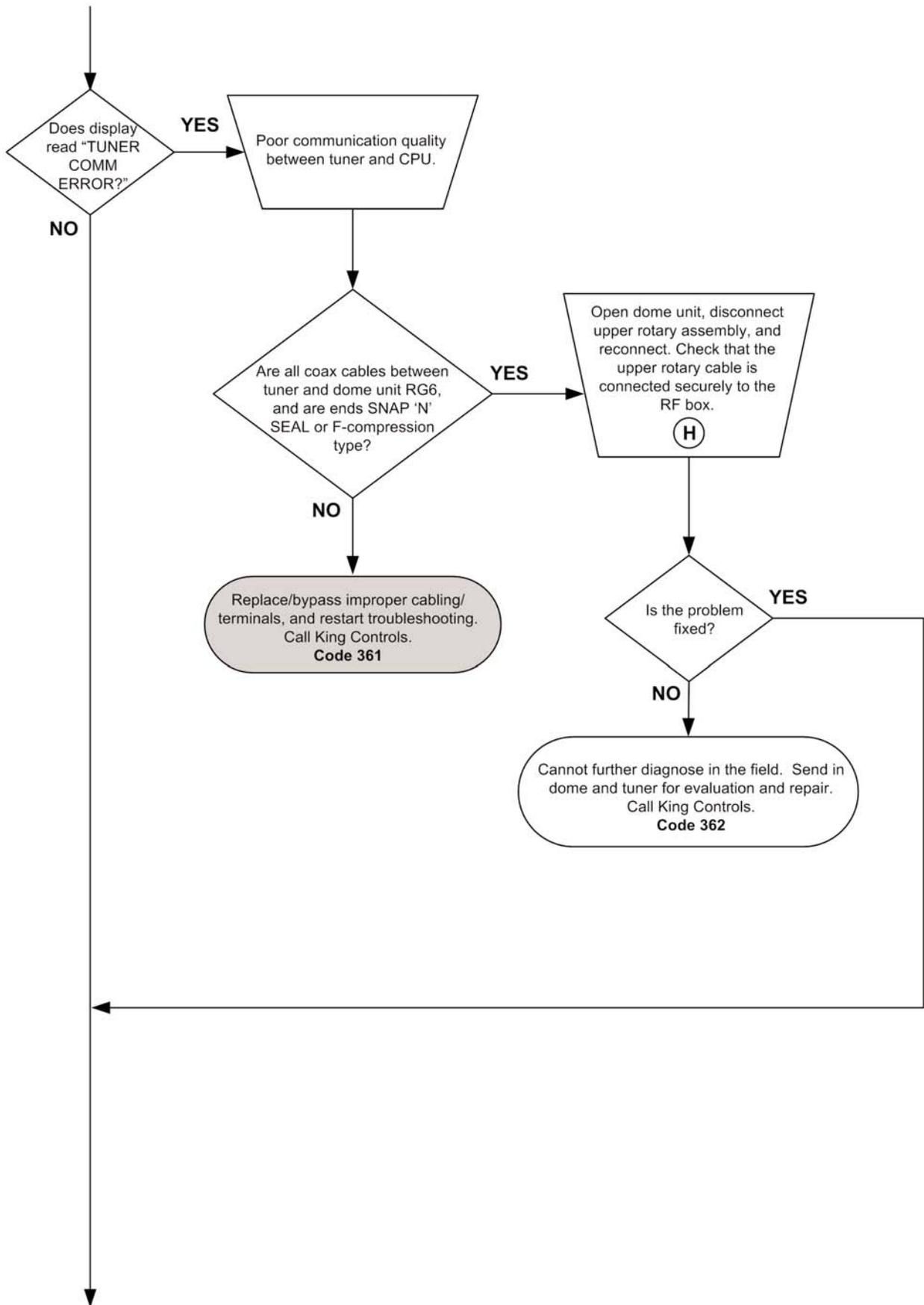


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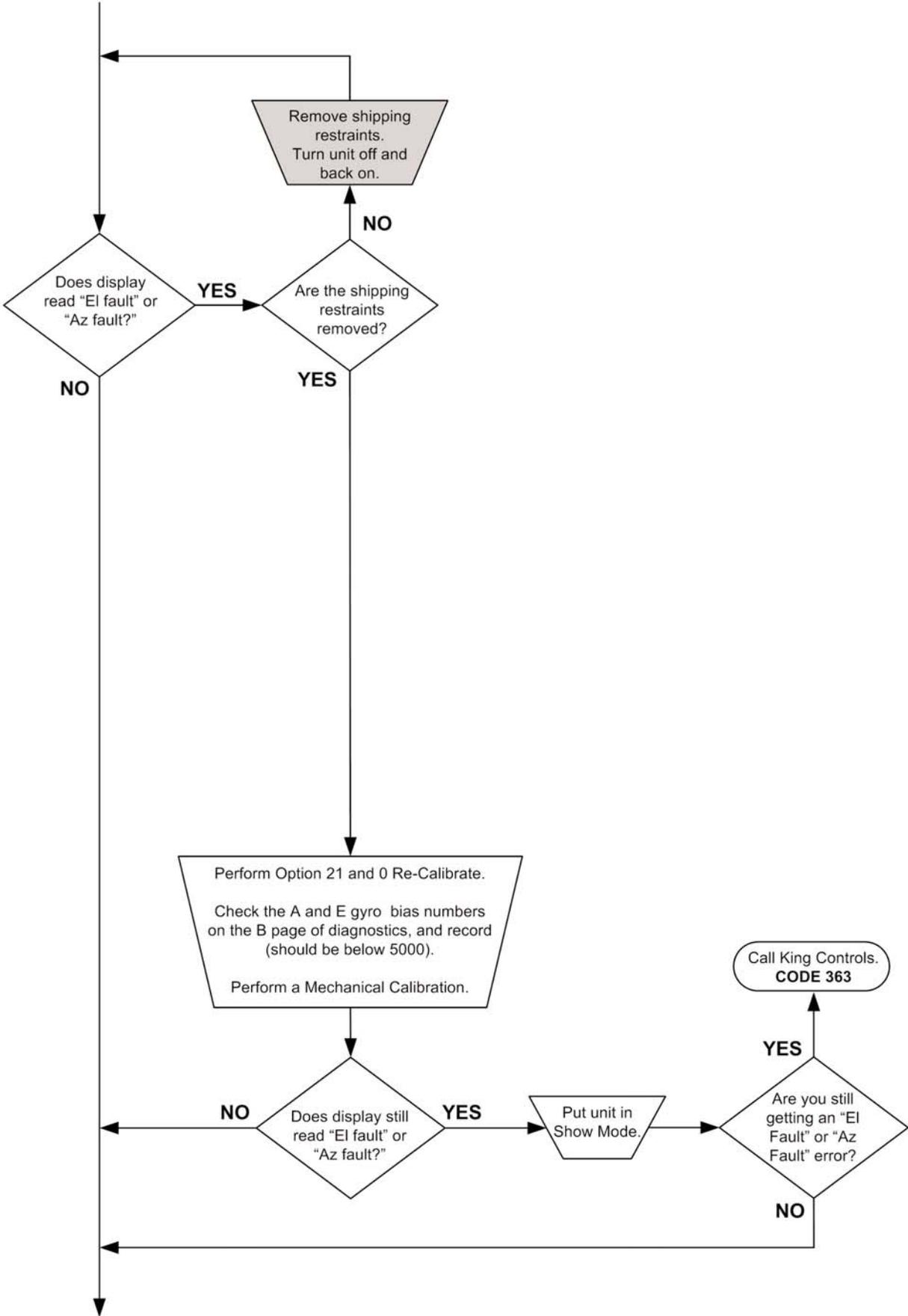
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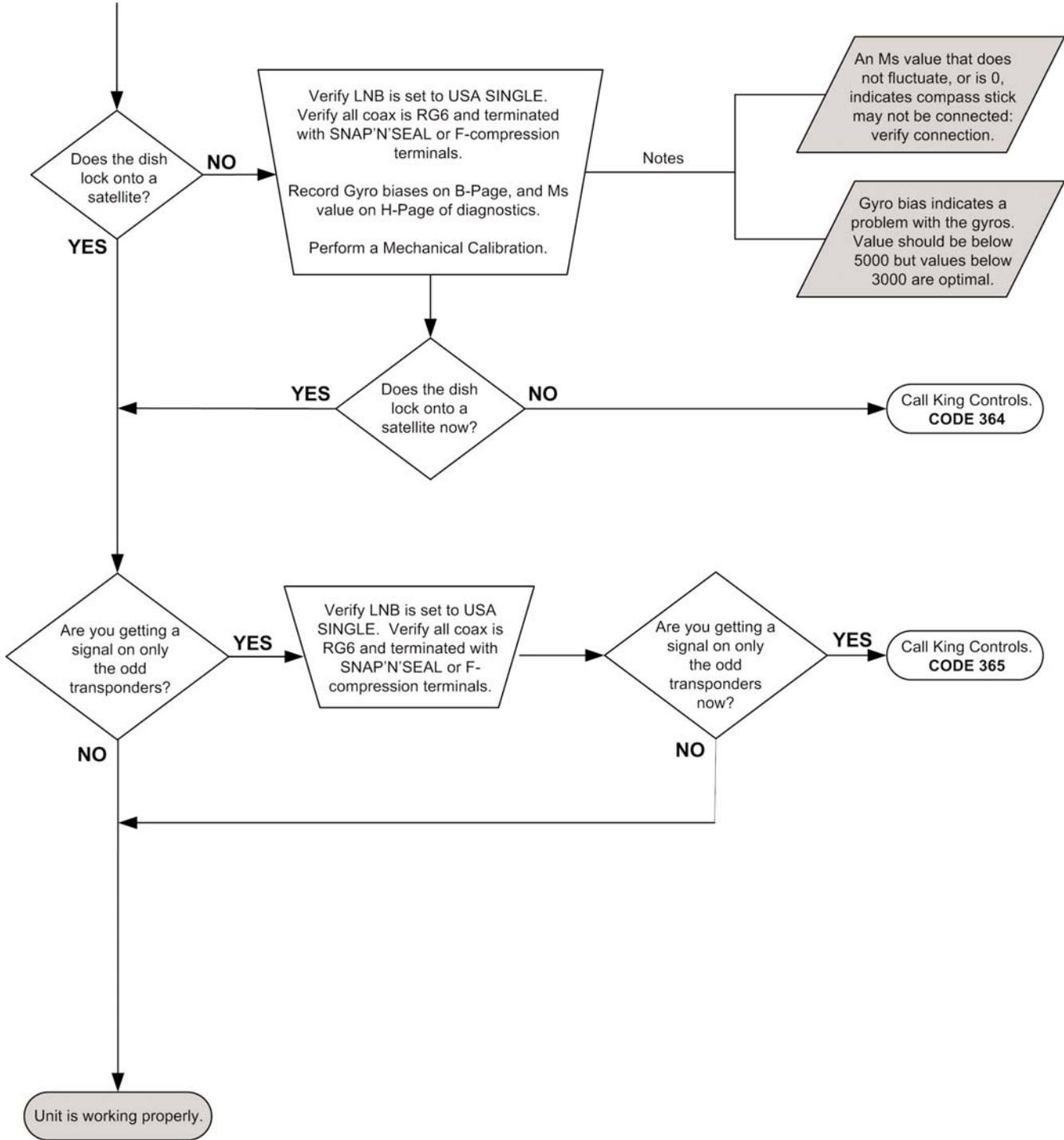
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# OPTION 21 RE-INITIALIZE AND 0-RECALIBRATE

**IMPORTANT!** You must call King Controls before performing this procedure.

1. Press **MAIN** as needed to enter DEALER SETUP menu.



DEALER SETUP ==>  
CODE 0

2. Press **+** as needed to scroll up to CODE 13.

Press **ENTER**

DEALER SETUP ==>  
CODE 13

3. Press **→** as needed to enter SET OPTION menu.

SET OPTION  
OPTION 0

4. Press **-** as needed to scroll down to OPTION 21.

SET OPTION  
OPTION 21

Press **ENTER** to re-initialize software.

LOADING  
PLEASE WAIT

5. Wait until display shows OPTION 0.  
(May take up to 30 seconds.)

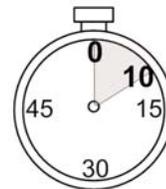
SET OPTION  
OPTION 0

Press **ENTER** and **-** simultaneously to shut system off.

off

6. Disconnect power (110 volt power supply) from tuner for 10 seconds, then reconnect.

**WAIT 10 SECONDS!**



7. Wait until controller shows "off" then press **ON** to start system.

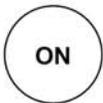
off

8. Wait for system to load.

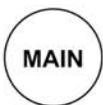
**POWER UP  
PLEASE WAIT**

**LOADING  
PLEASE WAIT**

When display shows RUN: SCAN ALIGN,

press  to enter IDLE/HOLD mode.

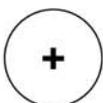
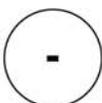
**IDLE/HOLD SXX  
NOW on ? ==>**

9. Press  to enter USER SETUP menu.

**USER SETUP ==>  
Rev xxxx sn xxxxx**

10. Press  to enter SET REGION menu.

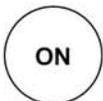
**SET REGION  
■■■■■■■■**

11. Press  or  as needed to display 0-RECALIBRATE.

**SET REGION  
0-RECALIBRATE**

12. Press  System recalibrates gyros.

**RUN: SCAN ALIGN  
0-RECALIBRATE**

13. Press  to exit IDLE/HOLD mode.

**RUN: SCAN ALIGN**

System will continue to run during recalibration process. Recalibration is complete when 0-RECALIBRATE no longer scrolls across bottom of display with search information. May take up to 10 minutes.

14. System continues to run after recalibration is complete.

**RUN: SCAN ALIGN  
DTV 101**

# MAGNETIC CALIBRATION

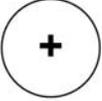
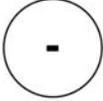
**IMPORTANT! You must call King Controls before performing this procedure.**

Note: To check if a Magnetic Calibration has been performed, go to Diagnostic Page H (see TRAC-KING CONTROLLER NAVIGATION at the back of this section).

H 5 X15  
Ms, -2234,0

If this number is zero, then a magnetic calibration has not been performed.

1. Press **ON** to enter IDLE/HOLD.  
  
**IDLE/HOLD SXX**  
**DTV 101**
2. Press **MAIN** as needed to enter DEALER SETUP menu.  
**DEALER SETUP ==>**  
**CODE 0**
3. Press **+** or **-** as needed to scroll up to CODE 13.  
Press **ENTER**  
**DEALER SETUP ==>**  
**CODE 13**
4. Press **→** as needed to display SET TEST-NONE.  
**SET TEST**  
**NONE**
5. Press **+** or **-** as needed to display:  
Press **ENTER** Display now shows:  
**SET TEST**  
**MAG CAL**  
**SET TEST cancel**  
**MAG CAL**

6. Press  or  as needed to display:

**SET TEST RUN NOW  
MAG CAL**

**IMPORTANT! During Step 7, DO NOT MOVE THE VEHICLE.**

7. Press  to start calibration.

Unit performs a self-calibration (2-3 minutes).

**MAG CAL WAIT**

8. Controller will display MAG CAL TURN.

Drive the coach in a 360 degree circle. Drive slower than idle speed and complete the circle in 1-2 minutes.

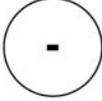
The circle can be any size and does not need to be perfectly round as long as it takes **MORE THAN ONE MINUTE** to complete.

**MAG CAL TURN**

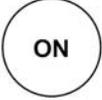
9. Continue turning until the controller displays MAG CAL DONE.

**MAG CAL DONE**

10. Stop the vehicle.

Press  and  simultaneously to turn off.

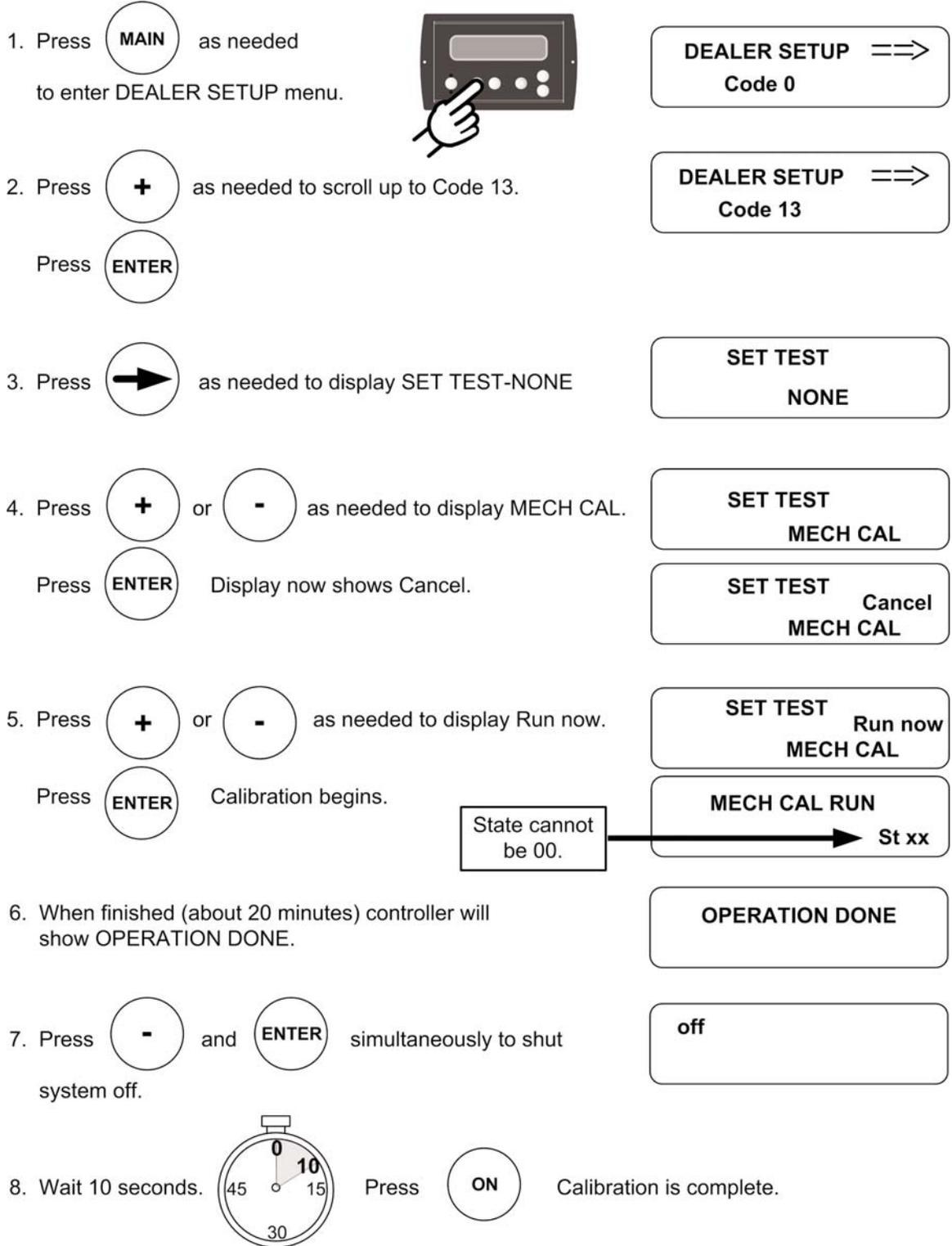
**off**

11. Press  System will now perform a satellite acquisition sequence.

# MECHANICAL CALIBRATION

**IMPORTANT!** You must call King Controls before performing this procedure.

The vehicle must remain completely still during this entire procedure.



# SHOW MODE RUN

**IMPORTANT! You must call King Controls before performing this procedure.**

1. Press **MAIN** as needed  
to enter DEALER SETUP menu.



DEALER SETUP ==>  
Code 0

2. Press **+** as needed to scroll up to Code 13.

Press **ENTER**

DEALER SETUP ==>  
Code 13

3. Press **→** as needed to display SET TEST-NONE

SET TEST  
NONE

4. Press **+** or **-** as needed to display SHOW MOTION.

Press **ENTER** Display now shows Cancel.

SET TEST  
SHOW MOTION

SET TEST Cancel  
SHOW MOTION

5. Press **+** or **-** as needed to display Run now.

Press **ENTER** Calibration begins.

SET TEST Run now  
SHOW MOTION

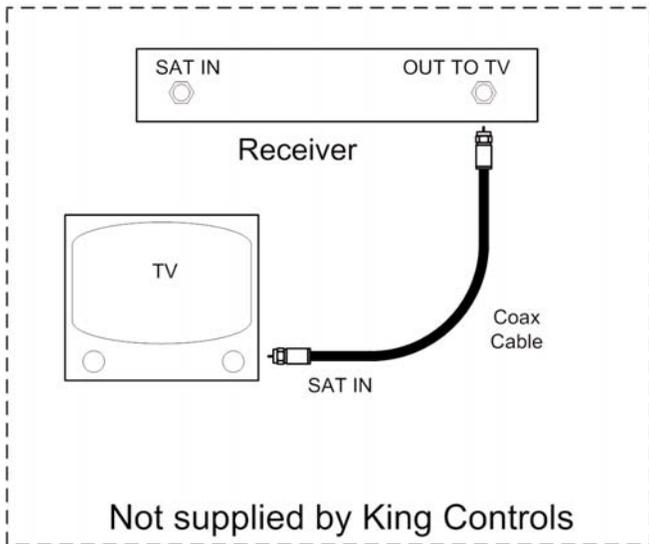
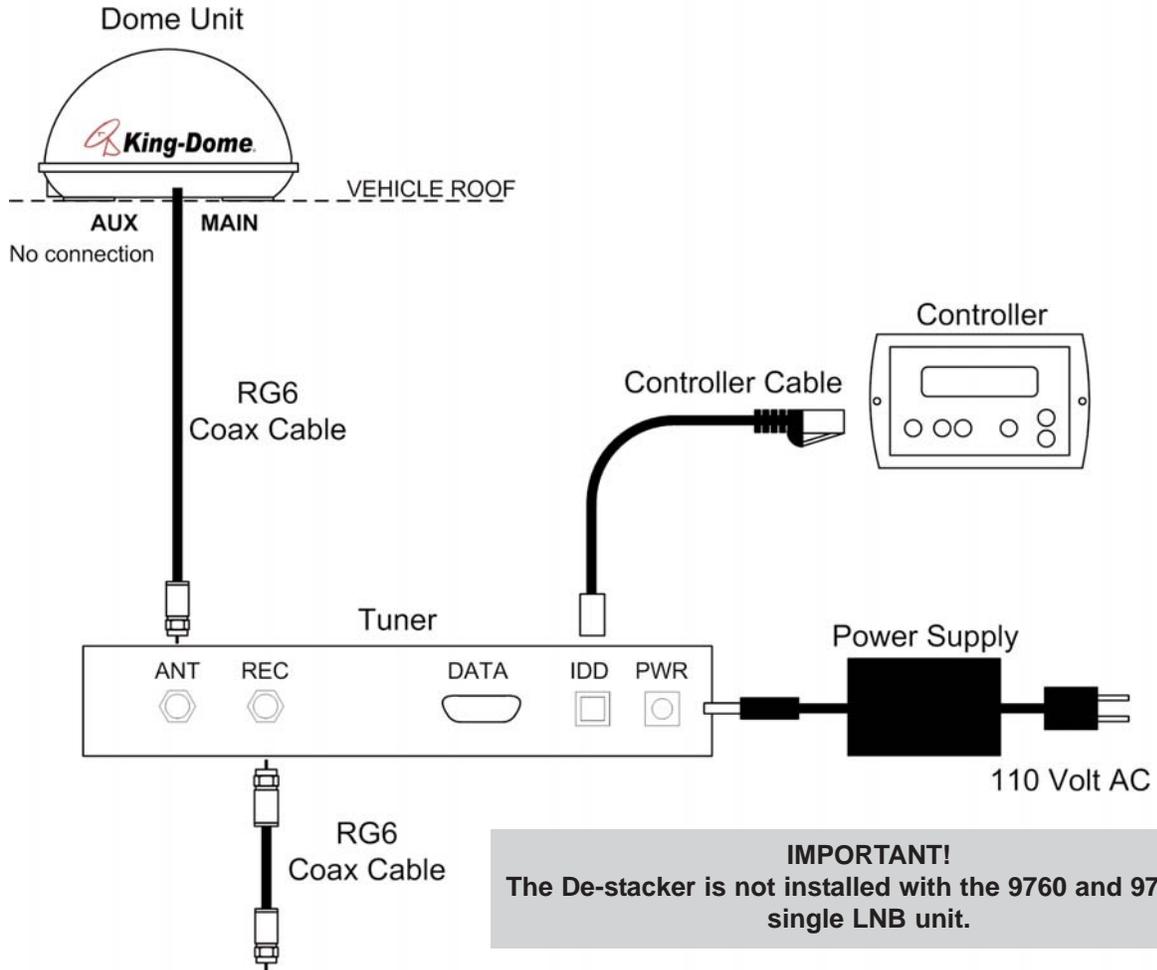
6. Screen will show IDLE/HOLD. **Let run 10 minutes.**

IDLE/HOLD

7. Press **ON** Unit will return to normal operating mode.

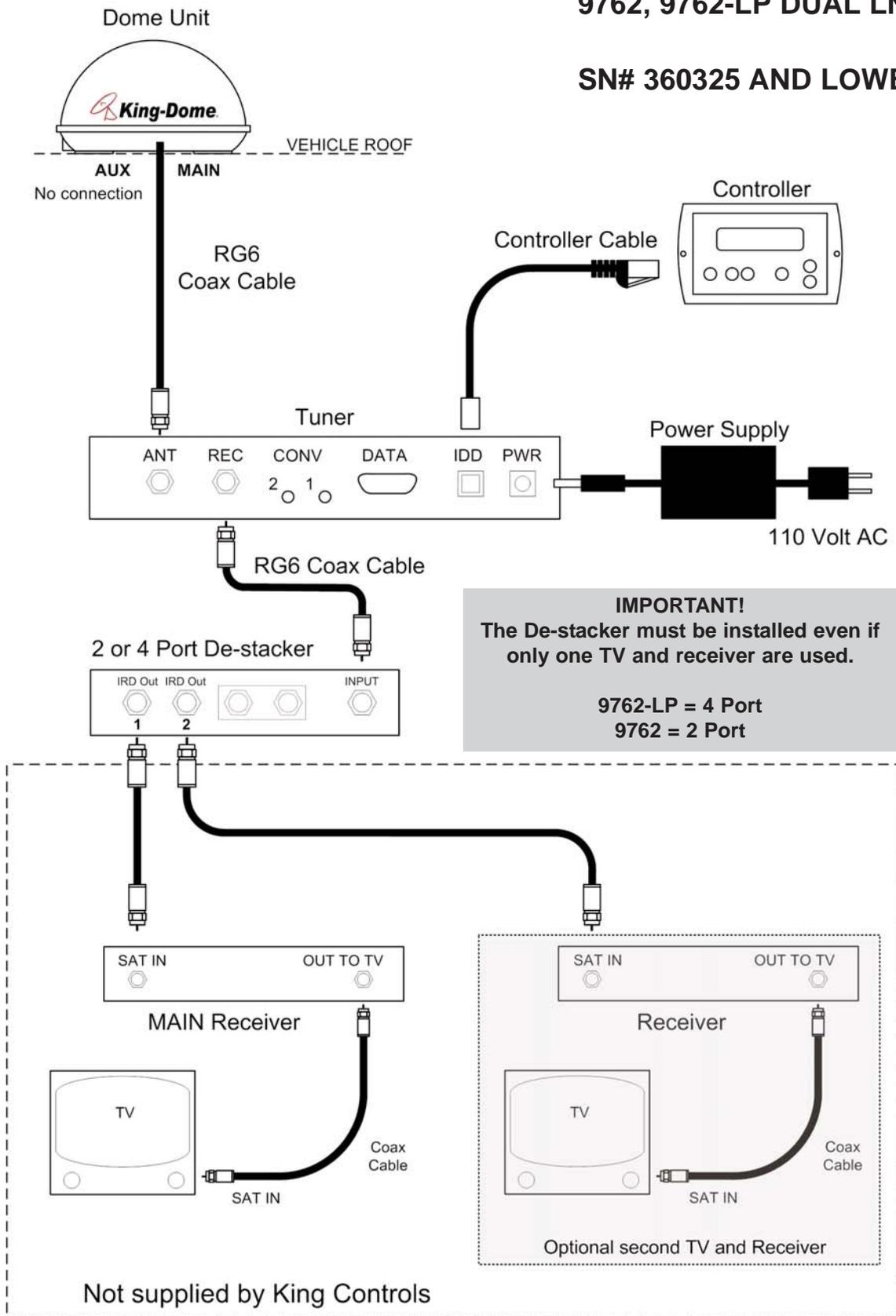
# WIRING DIAGRAMS

## 9760, 9760-LP SINGLE LNB



# 9762, 9762-LP DUAL LNB

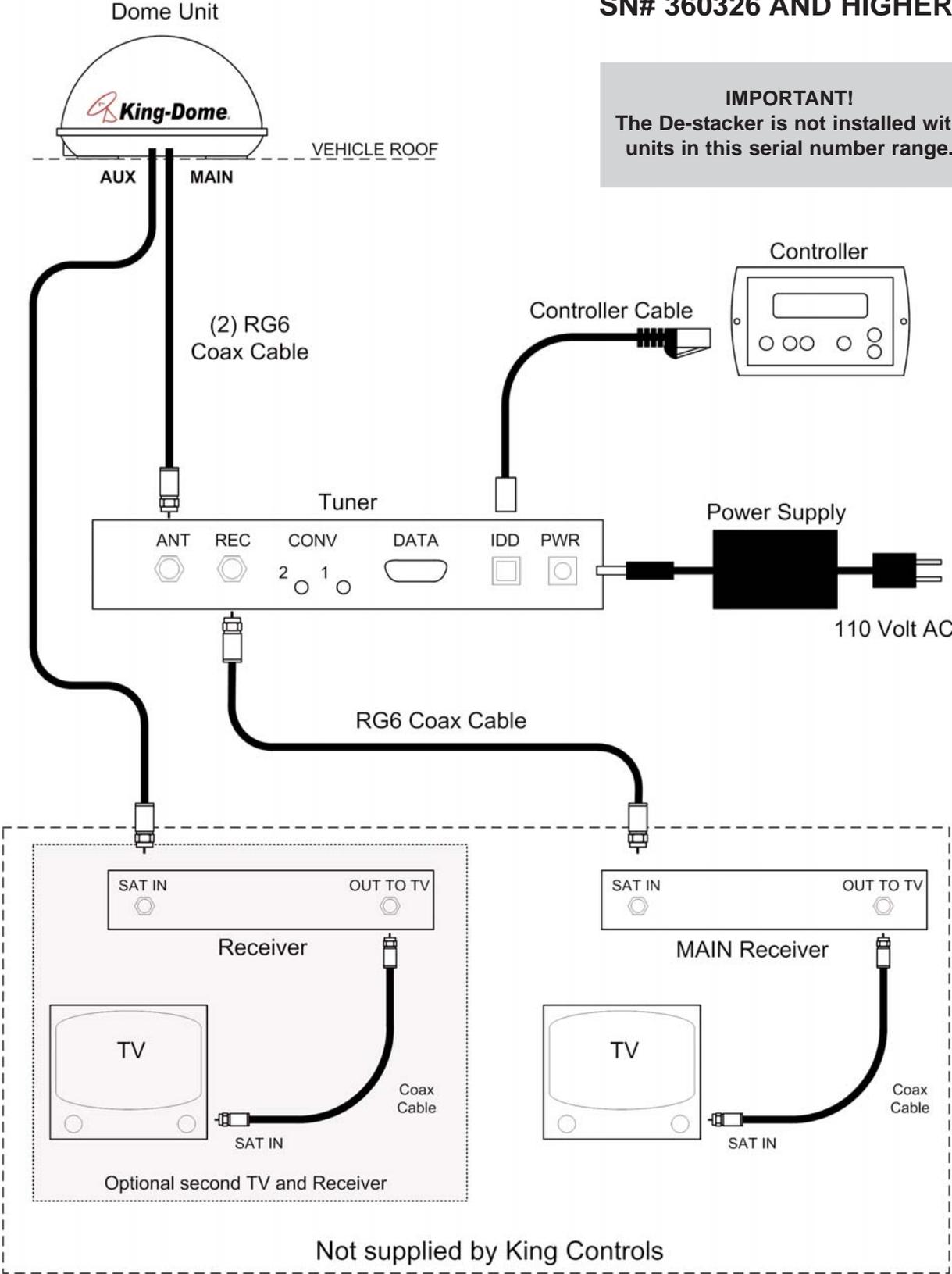
## SN# 360325 AND LOWER



# 9762-LP DUAL LNB

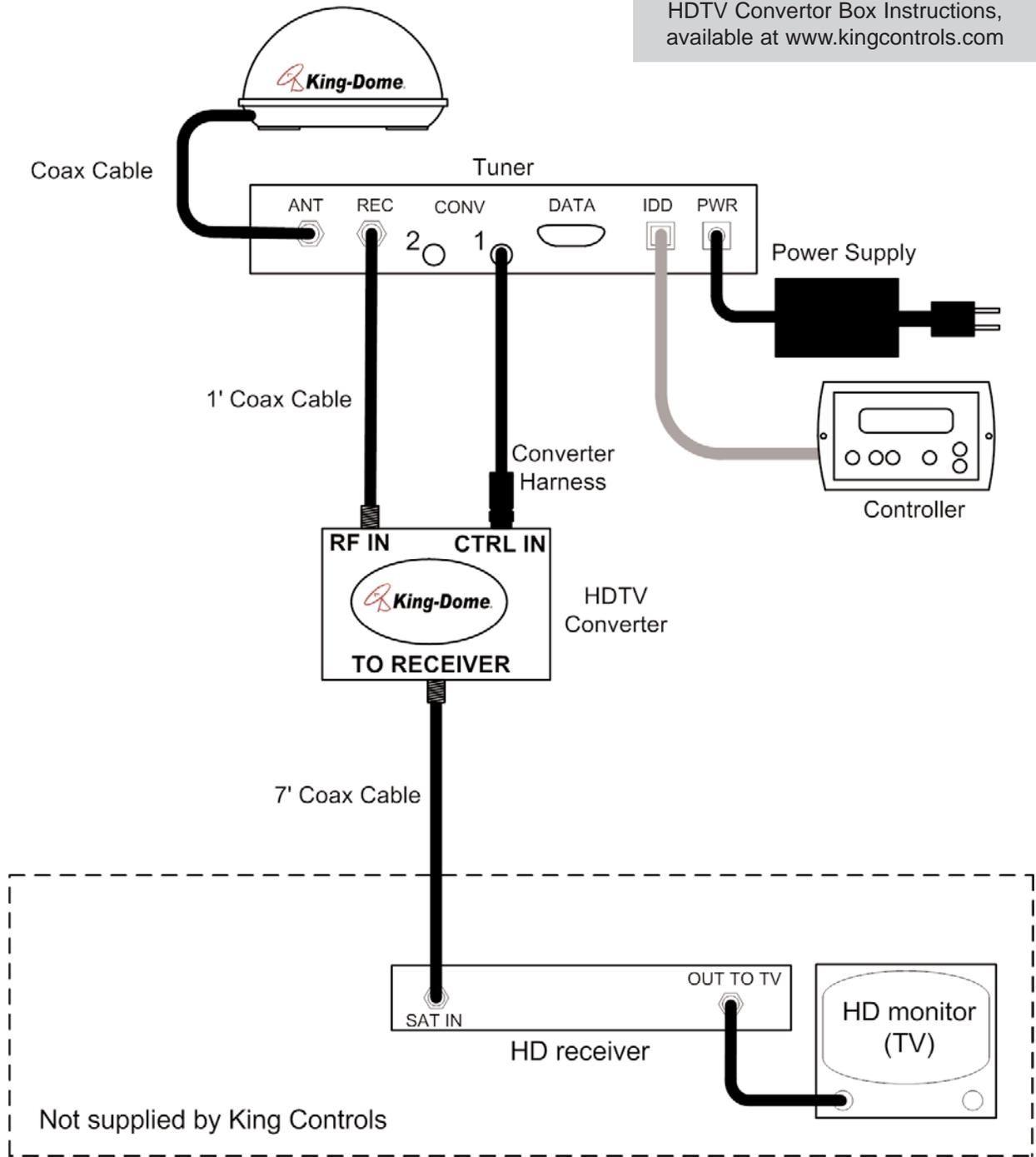
## SN# 360326 AND HIGHER

**IMPORTANT!**  
The De-stacker is not installed with units in this serial number range.



# HDTV CONVERTOR BOX SINGLE LNB / DUAL LNB

Note:  
For multiple receiver hookups, see  
HDTV Converter Box Instructions,  
available at [www.kingcontrols.com](http://www.kingcontrols.com)

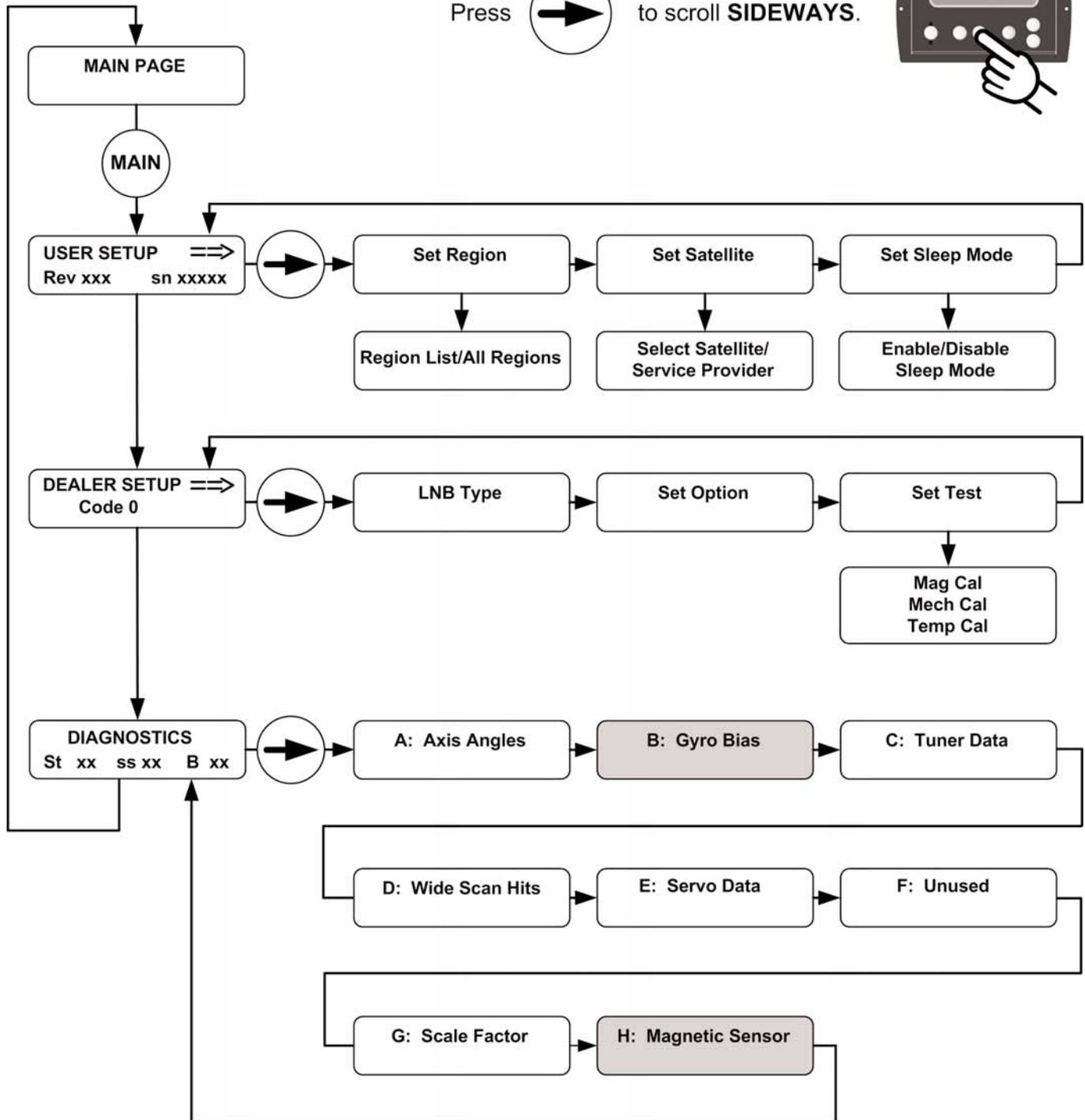


# TRAC-KING CONTROLLER NAVIGATION

Press **MAIN** to scroll **DOWN** thru 4 Main Pages.



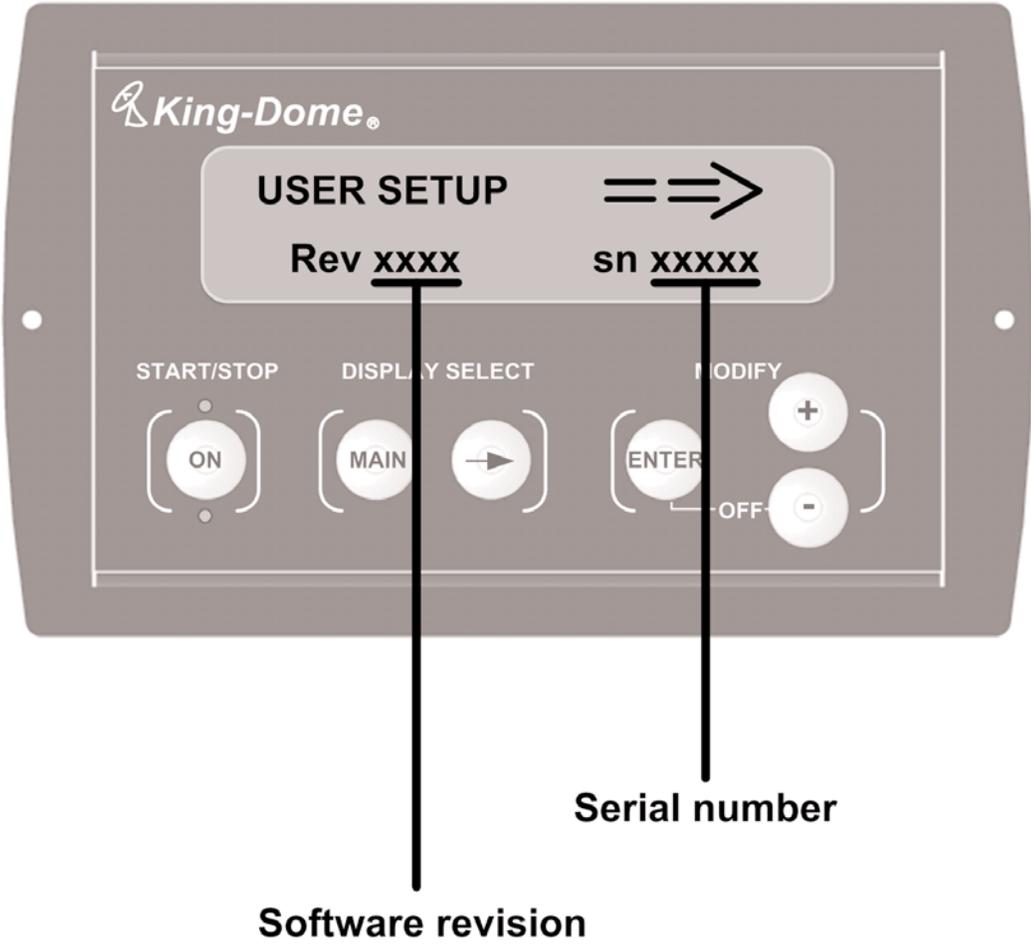
Press **RIGHT ARROW** to scroll **SIDEWAYS**.



# USER MAIN MENU

## Serial Number and Software Revision Information

Press  to enter USER SETUP menu.



# DIAGNOSTIC PAGES

## Main Page

**Satellite Numbers**  
 First digit = selected satellite  
 Second digit = found satellite  
 (If 0, present satellite is unknown.)

**For USA:**  
 1 = 61.5 (Dish)      4 = 110 (Dish)  
 2 = 91 (ExpressVu)    5 = 119 (Dish and DIRECTV)  
 3 = 101 (DIRECTV)    6 = 148 (Dish)

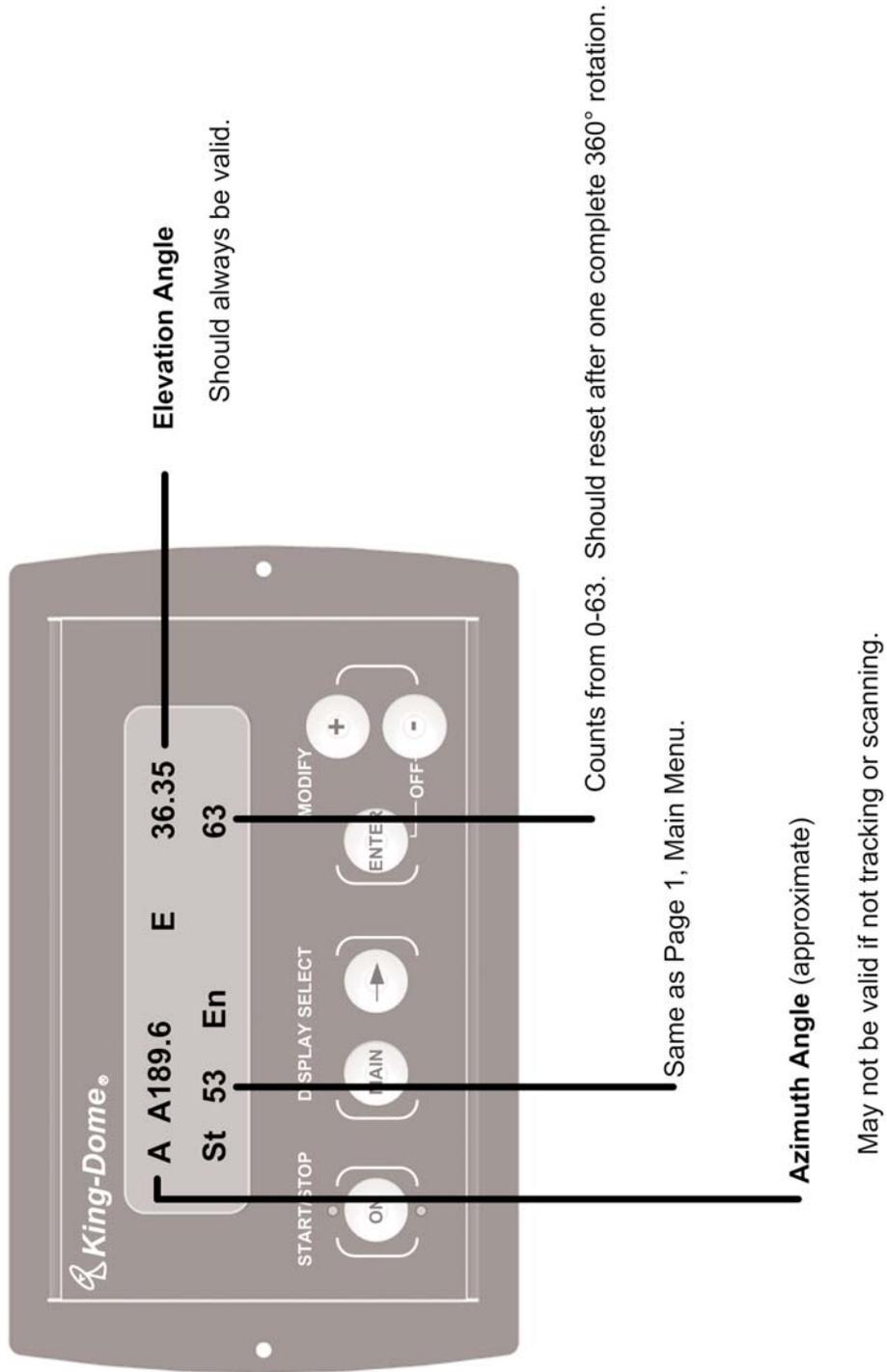
**Example:** B 54 = Selected satellite is 119, currently on 110.

**Signal Strength**  
 Near 80 for normal lock.  
 Much lower if not on a satellite.

**System State, present system activity**  
 Examples: 0    idle  
           1-30    align  
           36-38    wide screen  
           51-55    active tracking

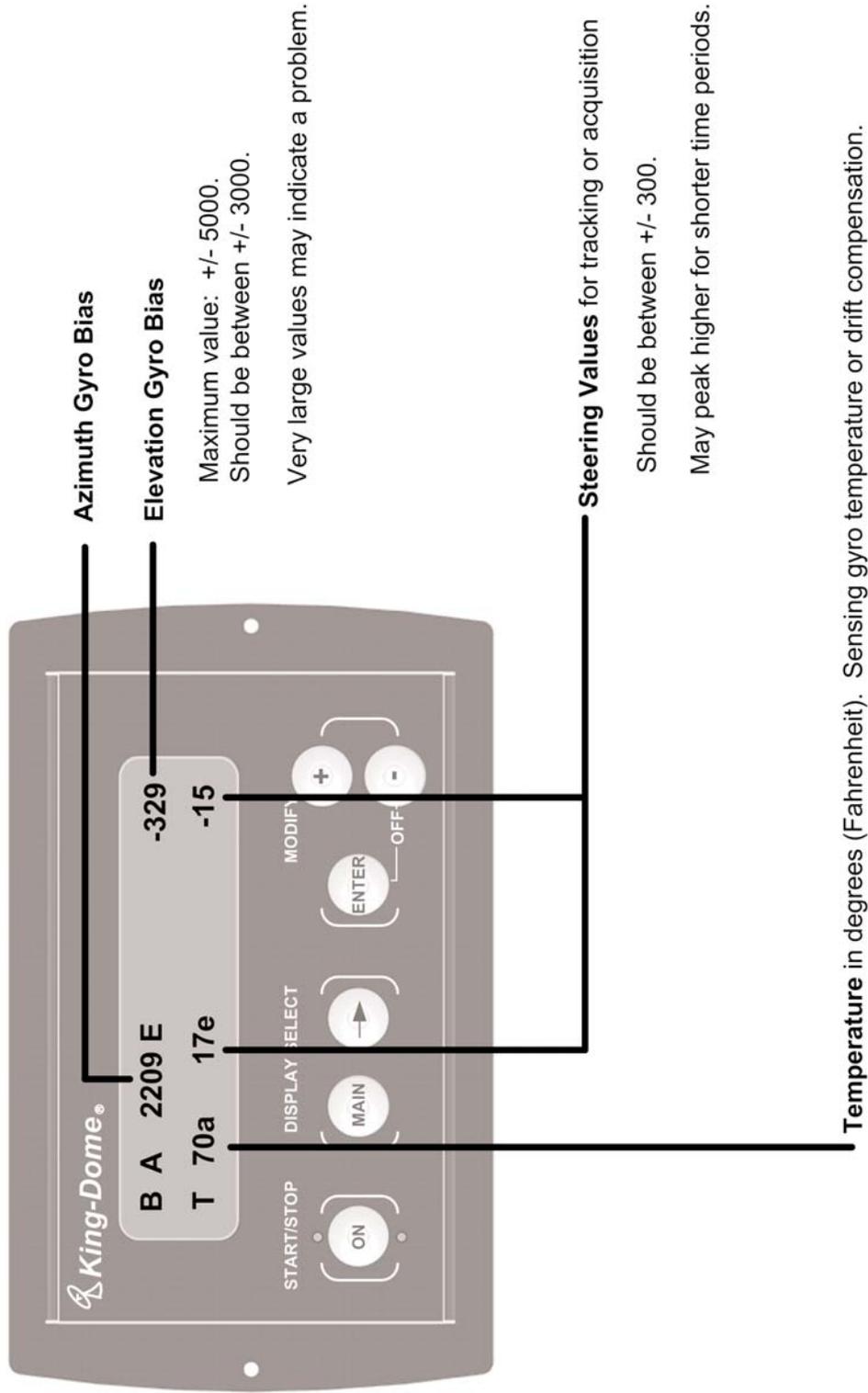
Various other states will appear momentarily.

# DIAGNOSTIC PAGES A Page



# DIAGNOSTIC PAGES

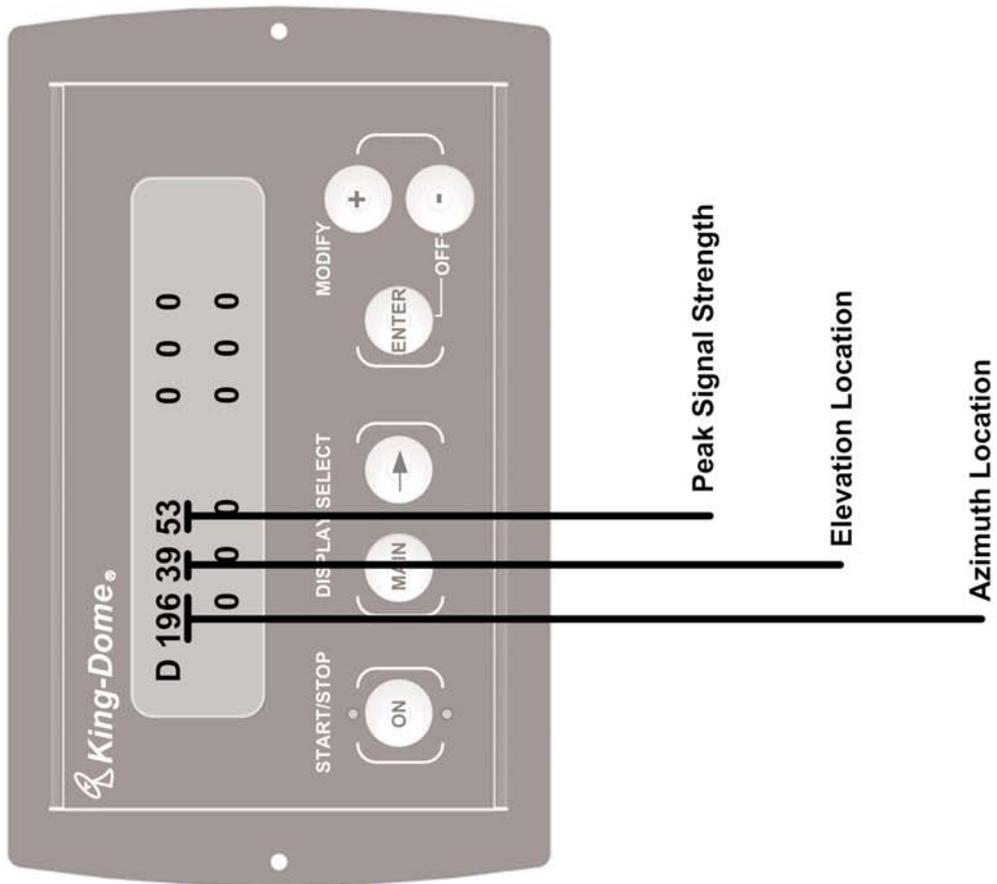
## B Page



# DIAGNOSTIC PAGES D Page

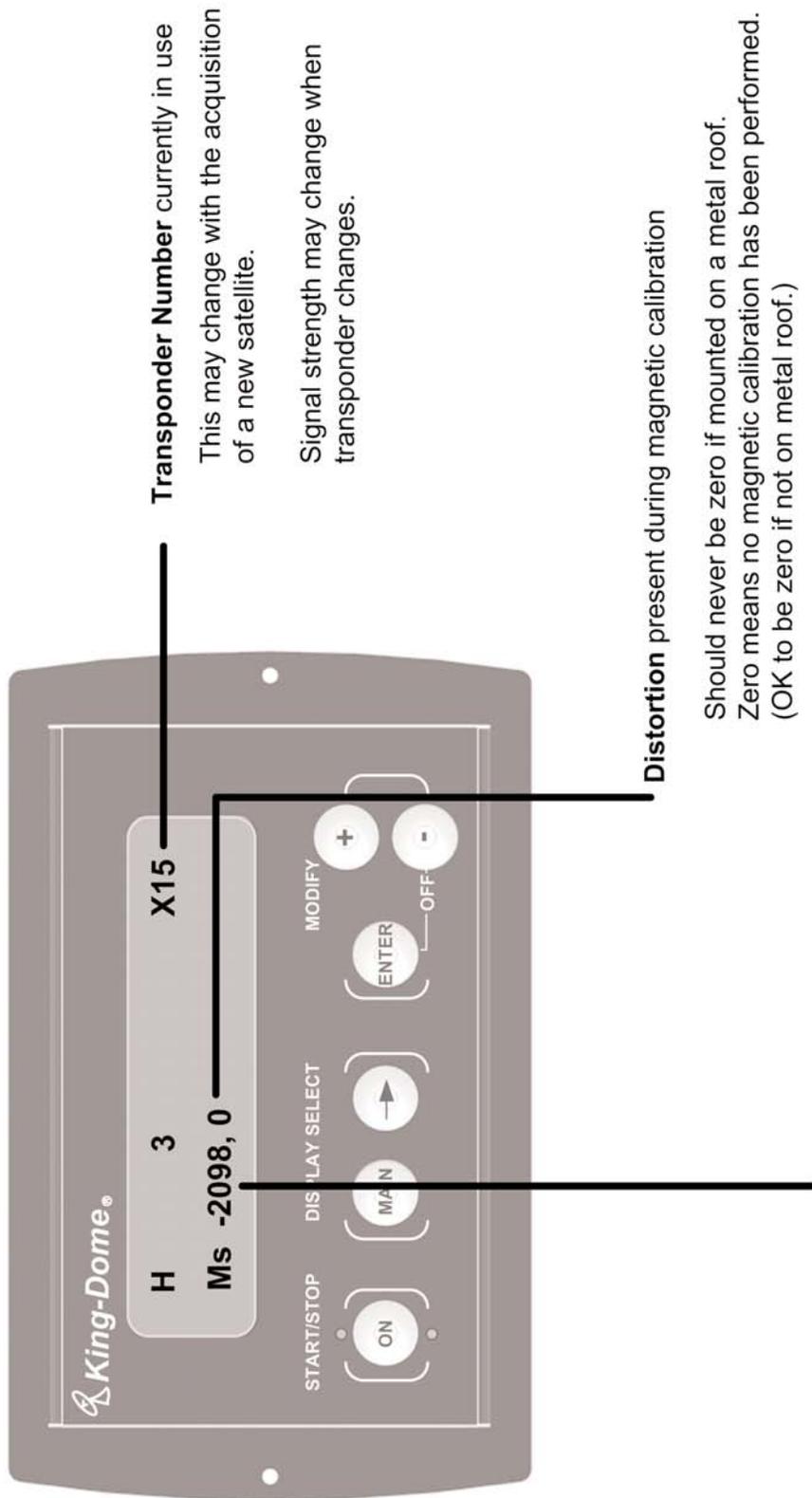
These numbers are valid after a wide scan and show locations of peak signal strengths.

Up to 4 locations can be shown.



# DIAGNOSTIC PAGES

## H Page



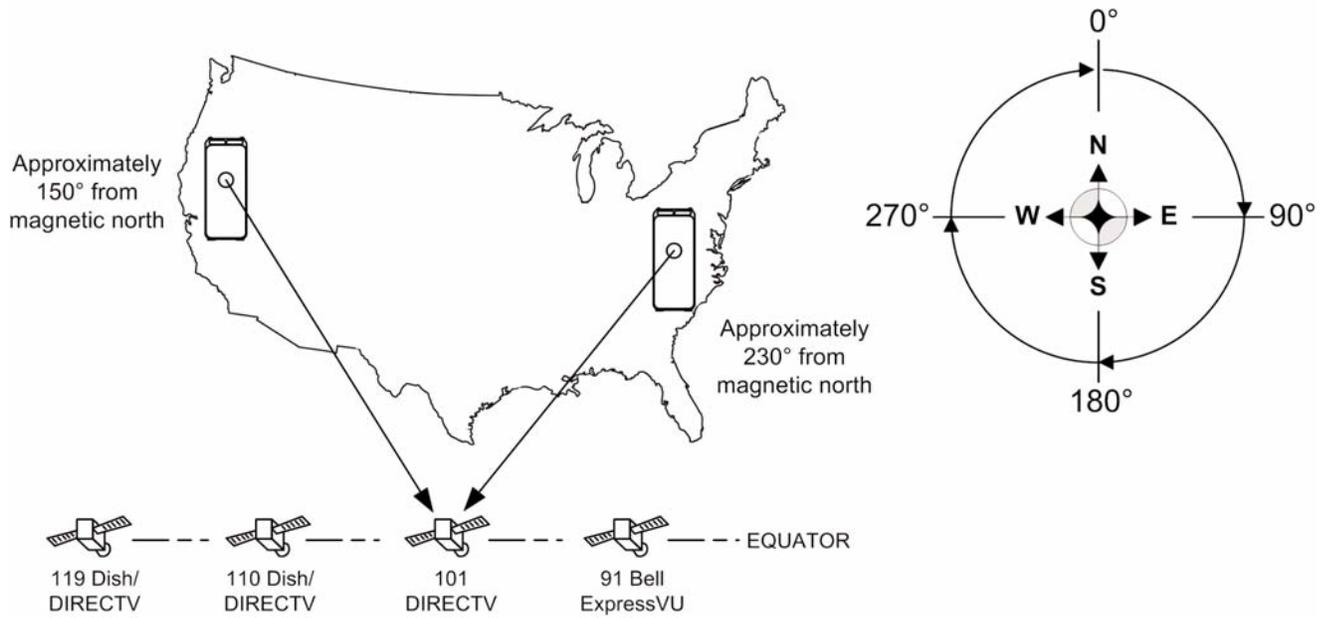
**Transponder Number** currently in use  
This may change with the acquisition of a new satellite.  
Signal strength may change when transponder changes.

**Distortion** present during magnetic calibration  
Should never be zero if mounted on a metal roof.  
Zero means no magnetic calibration has been performed.  
(OK to be zero if not on metal roof.)

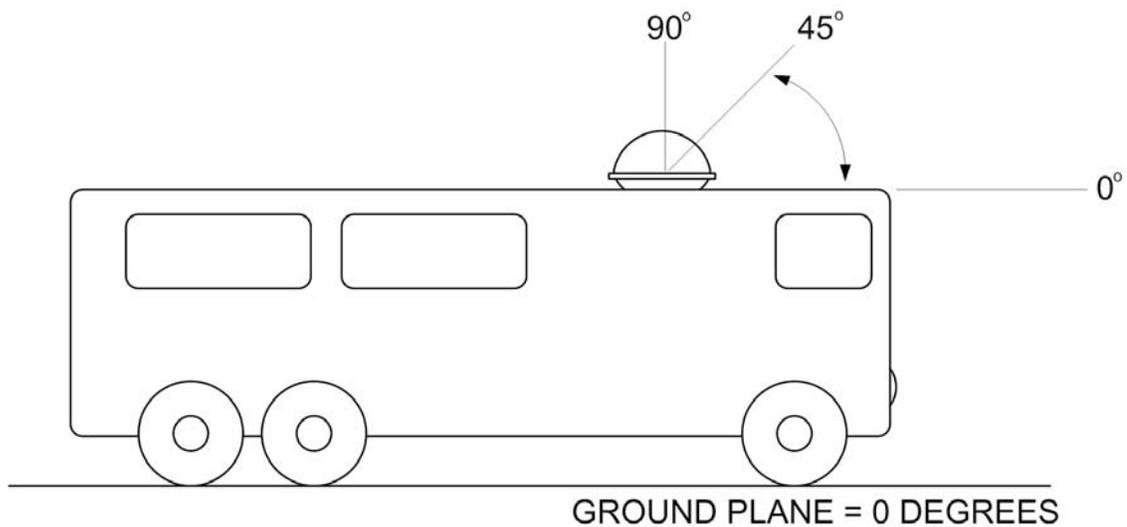
**Magnetic Sensor Reading**  
Usually fluctuates between -1600 and -2400 in a 360° rotation.

# DEFINITION OF TERMS

**AZIMUTH:** Angle in degrees measured clockwise from Magnetic North (0°).



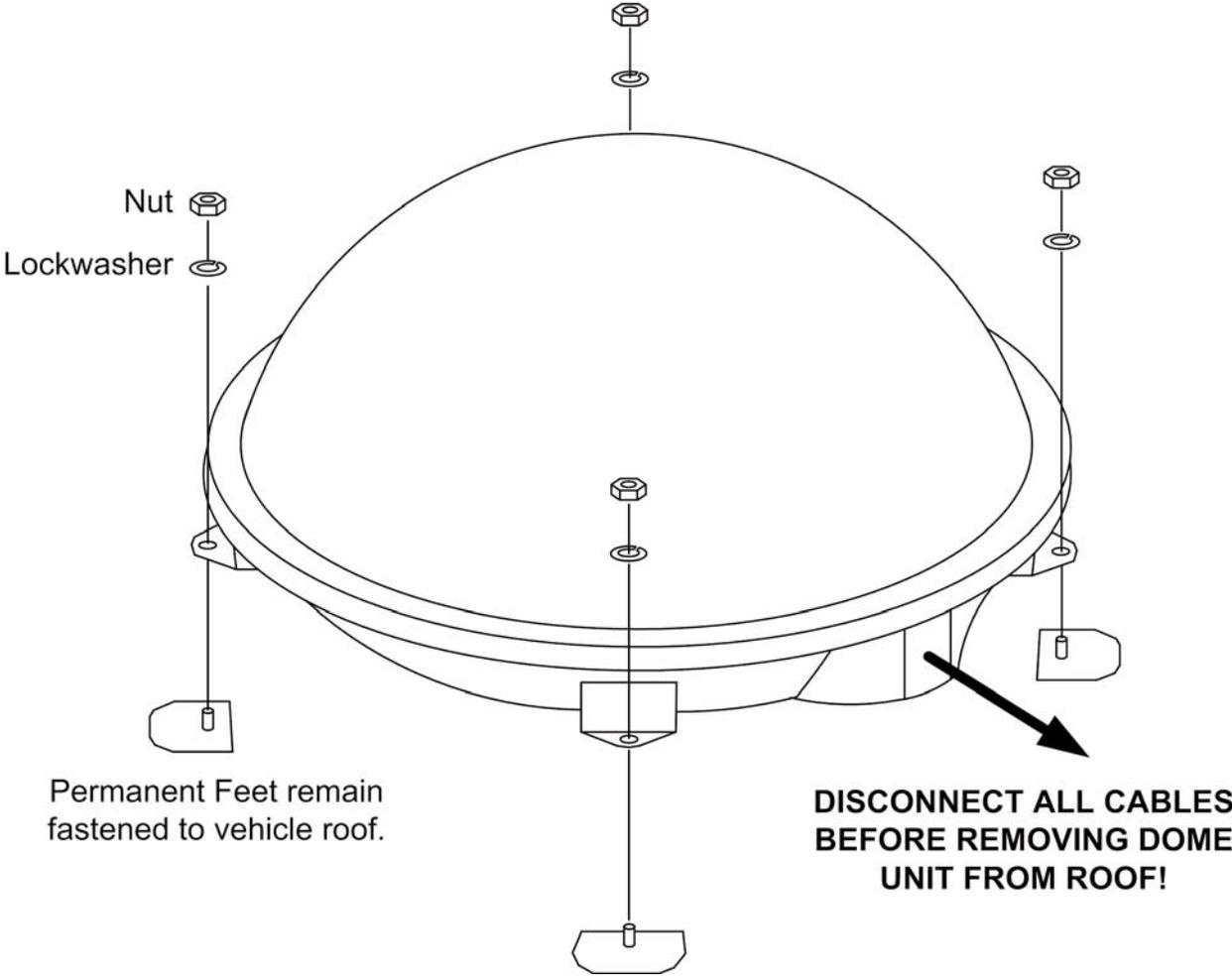
**ELEVATION:** Angle in degrees measured from the ground plane.



# 2 PART REMOVABLE DOME FEET

Note: Newer King-Dome models feature a two part foot. This enables the dome unit to be easily removed from the roof of the vehicle without compromising the roof seal.

**IMPORTANT! Be sure to disconnect all cables from the back of dome unit before removing from roof.**



**Notes:**

**Notes:**

**Notes:**

# WARRANTY CONSIDERATION FORM

Service Center Name	Customer Name *
Address	<b>King-Dome® Serial Number *</b> (located on base of King-Dome or on cover of Owner's Manual)
	<b>Date of Original Purchase or Installation *</b>
Phone No.	Make, Model and Year of Vehicle
Name and Title of person working on King-Dome®	Phone Log Number

**King-Dome®  
Service Order Number \***

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**\* REQUIRED**

Repair Date(s)	Total Labor Time (Hours) _____  @ Hourly Rate of _____	Return Shipping Charges (Ground Only)
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Description of Failure and Work Performed \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**The following paperwork must be sent to King Controls for warranty reimbursement consideration:**

- 1) Warranty Consideration Form with Service Order Number
- 2) Copy of Work Order
- 3) Proof of Purchase (Sales receipt or verification of in-service date)

Note: If returning defective part, please include with paperwork. Warranty Labor Claim will not be processed until part is returned.



11200 Hampshire Ave. So.  
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www.kingcontrols.com



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(800) 982-9920  
Fax (952) 922-8424





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