

WINEGARD ANSER Q & A

Programming

Q: What satellite providers and satellites work with the Anser antenna?

A: The Anser antenna is compatible with the following:

DIRECTV® - 101°, 119°

DISH® - 61.5°, 72°, 77°, 110°, 119°, 129°

Bell TV™- 82°, 91°

Q: Can I get HD service with the Anser antenna?

A: HD programming is available with DISH and Bell TV. Keep in mind that in order to receive HD programming, you must have an HDTV as well as an activated HD receiver with an HD programming package (sold separately).

Q: Is the Anser antenna compatible with Shaw Direct service in Canada?

A: No, the Anser antenna is not compatible with Shaw Direct.

Q: I have cable at home and don't want to switch or pay for satellite programming all year when I will only need it for a few months. What are my options?

A: DISH offers pay-as-you-go programming. There are no contracts and no commitments—simply pay for the months you would like satellite television service. Call 1-877-435-0181 to sign-up or visit www.winegard.com/dishnetwork for more information.

Q: Where can I get a receiver and programming?

A: For Receivers and Programming, call 1-866-609-9374 or visit www.winegard.com/receivers.

Q: Will I be able to watch Bell TV in the United States with the Anser antenna?

A: The Anser will work in areas where Bell TV provides a signal. Bell TV has recently significantly reduced signal coverage in the United States, and viewing outside of Canada will be extremely limited.

Q: Will my DIRECTV/DISH service work outside of the continental United States?

A: Generally, coverage is limited to the continental United States. Coverage may be available outside of the United States but will be limited.

General Features

Q: What does hybrid automatic mean?

A: The Anser is a cross between an automatic and a manual satellite antenna. The elevation angle will need to be manually set, but once the antenna is plugged into a power source, the antenna will automatically find the satellite.

Q: Does the Anser automatically toggle between satellites?

A: No.

Q: What does single satellite solution mean?

A: The Anser is designed with a larger reflector than many other automatic portable antennas. This larger reflector allows it to lock onto DISH satellite 72° for HD programming, making it a single satellite solution. Also, for DIRECTV, the Anser can receive standard programming from 101°.

Q: How do I protect the Anser from theft?

A: There is an eyelet molded into the base that allows it to be padlocked or secured to a permanent fixture (not included).

Q: How many receivers can I hook up to the Anser?

A: The Anser antenna has two satellite outputs. Two single-tuner receivers can be hooked up to the Anser antenna, or one DVR (dual-tuner) receiver can be hooked up to the antenna.

Q: If I hook up two TVs to the antenna, can I watch any program on either TV?

A: You can watch any program on either TV as long as the programs are on the same satellite. Majority of programming will be found on Satellite 72 for DISH HD programming or Satellite 101 for DIRECTV standard programming.

Q: Does Winegard Company recommend using a DVR with the Anser antenna?

A: DISH and DIRECTV do not recommend using receivers with internal hard drives in a mobile environment prone to excessive vibration or heat. For this reason, Winegard recommends a single tuner receiver.

Q: Does the Anser antenna work with a DVR?

A: Yes, the Anser antenna can be set up to work with most DVR receivers. Two coaxial cables will need to run from the Anser to the DVR, and the receiver will only be able to watch or record from one satellite at a time, which may limit some DVR functionality. The Anser is not compatible with the Hopper/Joey for DISH. The Anser is not compatible with H25 or HR34 for DIRECTV (unless the SWM-840 switch is added).

Q: Can I mount the Anser antenna to a vehicle?

A: No, the Anser Antenna is a stationary antenna and is not intended for mounting to a vehicle.

Q: Will the Anser antenna work while in-motion?

A: No, the Anser Antenna is a stationary antenna.

Setup

Q: Does the Anser antenna need to be perfectly level?

A: No, but elevation angle adjustments may be necessary to find the target satellite if the antenna is not level.

Q: How do I know the elevation setting for my current location?

A: To obtain the elevation setting for your current location, follow receiver setup for your programming provider and receiver type; receiver setup guides are provided in the user guide and can also be found online at www.winegard.com/receivers/setupguide.php. The receiver should display the elevation angle needed to point the antenna. If the elevation angle is not displayed, the elevation angle can be obtained using the maps provided with the antenna (and also found online). Simply find the elevation angle closest to your current location with the maps.

Q: Do I still need to complete receiver setup if I used the elevation maps to find the elevation angle for my current location?

A: Yes. However, you do not need to enter the zip code or dish system when completing DISH receiver setup. If completing DIRECTV receiver setup, you do not need to enter the zip code for your

current location after selecting the dish pointing option.

Q: Do I need to go through all receiver setup steps every time I use the antenna?

A: Every time the antenna is moved, you will need to complete receiver setup. However, it may not be necessary to re-select all selections; in this case, simply check that all selections are consistent with the information given in the user guide or online at www.winegard.com/receivers/setupguide.php.

Q: What do I need to set up the Anser?

A: You will need a TV, activated receiver with programming package, 12V power source for Anser.

Accessories

Q: Is the Anser antenna compatible with the Carryout ladder mount?

A: No, the Anser antenna is not compatible with the Carryout ladder mount. Installing the antenna on the Carryout ladder mount on a moving vehicle may lead to serious injury and/or equipment and property damage.

Q: Is the Anser antenna compatible with the TR-1518 tripod mount?

A: Yes, the Anser antenna is compatible with the TR-1518 tripod mount. However, the Anser base accommodates 2 locations for the rubber support feet. In order to be placed on the TR-1518, they must be in the inside position.

Q: Is the Anser antenna compatible with the GM-1200 power converter?

A: Yes, the Anser antenna is compatible with the GM-1200 power converter.

Troubleshooting

Q: What do I do if I don't have access to a 12V power source?

A: Winegard offers a 110V to 12V power converter, GM-1200. Model GM-1200 AC/DC power converter enables you to hook up to a 110 V power source when a 12 V power source is unavailable.

Q: What happens if the Anser stops working or if I can't set up the antenna properly?

A: Contact Winegard Technical Services by emailing help@winegard.com or by calling 1-800-788-4417.

Q: I was watching a satellite, switched to a different satellite, and now can't see any channels in the program guide. What should I do?

A: Once pointed at the new satellite, you have to re-boot the receiver to download the guide for the satellite you are now pointed at.