

XM Reception

XM has two satellites located at fixed orbital positions in the southern sky (at 115° W longitude and 85° W longitude). These satellites each carry all of the XM channels, so it is only required to have an un-obscured line-of-sight to one of these orbital locations. To initially set up the antenna, orient it approximately due south at an up elevation angle of approximately 45°. Use this as starting spot and peak the signal reception for maximum signal reception on one of the XM satellites using the antenna alignment menu in the radio.

Sirius Reception

Sirius has one satellite located at a fixed orbital position in the southern sky. This satellite will carry all of the Sirius channels, so it is only required to have an un-obscured line-of-sight to this orbital location. To initially set up the antenna, orient it approximately due south at an up elevation angle of approximately 45°. Use this as starting spot and peak the signal reception for maximum signal reception to the Sirius satellite using the antenna alignment menu in the radio.

Installation Notes

- Mount the antenna outdoors with the supplied wall mount or pole mount bracket. Operation indoors or behind windows is not recommended. Window panes can have tinted coatings which can attenuate the signal. The attenuation of these coatings can vary greatly as the temperature changes.
- (XM Installation) Use the menus in the radio to peak the satellite signal reception on one of the satellites. It is not necessary to position the antenna for simultaneous reception of multiple satellites.
- The antenna's internal low noise amplifier is designed to compensate for the loss of up to 300 feet of RG-6 cable. For longer cable runs use an in-line amplifier (Pixel Model SBA-1) to boost the signal at its input to the Triplexer.
- Although this antenna can receive signals from terrestrial repeaters, it is recommended to always use the satellite signals for primary reception at fixed sites. The satellite signals are much more stable and are not affected by many uncontrolled variables that can greatly impact signal quality from repeaters over time.
- Seal all outdoor coax connector fittings with the weather boot (supplied), sealant or weatherized tape to eliminate moisture ingress.

Troubleshooting

Problem: No signal reception and the following messages may be displayed on the radio:

Antenna:

This error signal indicates that the antenna is not properly connected.

- Ensure there are no "shorts" or discontinuities in the cables and that all connections are tight. The easiest way to do this is as follows:
- With the radio turned on and all antenna cables connected at the radio, check the DC voltage at the antenna end of the cable. It should be between 4 VDC and 7 VDC.

No Signal:

This error signal indicates that the antenna is connected properly but that the signal is too weak for reception.

- Ensure the sum total of all cables between the antenna and radio does not exceed 300 Feet and it is RG-6 cable.
- Ensure the antenna is properly aimed.

Warning: Although in many locations it may be possible to receive signals from terrestrial repeaters, it is not recommended to use these signals at fixed locations. Repeater signal strength can vary greatly from day to day as function of many uncontrolled variables.

Warranty

Pixel Technologies warrants its products against defects in material or workmanship for a period of 12 months from the date of retail sale unless otherwise contracted.

Defective products will be repaired or replaced at the sole discretion of Pixel Technologies, Inc.

Shipping Your Product for Warranty Repair

- When shipping your product you must include the following:
- A copy of the receipt, invoice, or other proof of purchase.
- A description of the problem
- Include all original components that came with the unit. Missing components will not be replaced.
- Include return name, physical address, & telephone number/email address and RMA number.
(An RMA number can be obtained by calling Pixel Technologies at (800) 595-0845)
- Please ship product by traceable means (such as UPS, FedEx, etc)

Return Material Authorization (RMA)

You must email or call us and obtain an RMA number before returning any product and be sure to write it clearly on the outside of the package. We reserve the right to refuse any products returned to us without a return authorization number clearly written on the outside of the return package. All returns or exchanges **MUST** be postmarked within 3 business days after an RMA number is issued. Please keep products and packaging in like-new condition when returning for a refund to avoid fees for damaged/missing items. Packaging may be opened, but **ALL** items must be present including the packaging itself and literature. Items that have been physically damaged and show clear signs of wear also cannot be returned.

Damaged, Missing, Delayed or Wrong Items Shipped

Pixel Technologies is not responsible for items that may be damaged, lost, or missing by the shipping company, or "carrier" (UPS, DHL, USPS, etc.). All products and packaging should be carefully inspected upon receipt. Any and all claims regarding wrong item shipped, missing items, or items damaged in shipping must be made to us by email or phone **within 3 (three) calendar days** of your order being marked delivered to you by the carrier; after that we can no longer file any claims. The purchaser should alert the carrier and Pixel Technologies that a claim needs to be filed for that shipment. Once the claim is approved, we will re-ship your item at no additional charge.

If we shipped you the wrong item, we will ship out the correct item to you at no additional charge. We will ask that you return the incorrect item to us. An RMA number will be issued and you will be fairly compensated for your return shipping expenses. We reserve the right to choose a shipping method for your replacement, normally matching the same in-transit time as your original shipment.

If an item is missing, we will review the order, checking correct package weight, etc.. If we determine that the item was in fact omitted through our error, we will ship the item out at no additional charge to you. Shipping method will be equal in speed to the original shipping method at time of order (Air or Express service may not apply to shipments going to Hawaii, Alaska, or Canada).

If a piece is missing from a kit (for example, a cable) we will ship the missing piece via the carrier and shipping method of our choice.

We will be happy to help you with the details of packaging and shipping your merchandise for credit or exchange if defective. Some limitations and restrictions apply. Replacements for defective items are usually shipped within 1-3 business days (via ground) after receipt of the defective item.

We strive to ship products out as soon as possible. Once items are shipped, Pixel Technologies has no control over the timeliness of the shipments and cannot be held responsible for any delays caused by the carrier.

If necessary, Pixel Technologies will aid in the filing of an appropriate claim with the carrier in the event of package loss or damage. We cannot refund shipping charges regardless of reason for delayed shipments.