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DISH
HDTV Satellite Receiver

User's Guide

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To subscribe to programming, or for assistance with installing or using the system, visit mydish.com or call Customer Service at 1-800-333-DISH (3474)

196812

Warning and Attention Symbols

You must be aware of safety when you install and use this system. This User Guide provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

For Your Safety



Do not try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are no user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.



WARNING: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from www.echostar.com.

Equipment and Software Covered by this User’s Guide

This User Guide covers the ViP211k, ViP211, and DISH 411 receivers, and software models ViP211k, ViP211, and DISH 411. This Guide may cover other devices, not listed here.

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Please send comments or questions about this User Guide to: techpubs@echostar.com or Technical Publications, EchoStar Technologies L.L.C., 100 Inverness Terrace East, Englewood, Colorado 80112.

Part Number: 196812

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Important Safety Instructions



1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use only attachments/accessories specified by the manufacturer.
12. Unplug the apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. The power plug must be readily accessible so that the apparatus can be easily disconnected from the AC power.

15 The receiver is still connected to the AC power whenever it is plugged into a live power outlet, even if it is turned off using the remote control or front panel buttons.

16 No flame sources, such as lit candles, should be placed on the equipment.

17 The apparatus shall not be exposed to dripping or splashing, and no objects filled with liquids, such as vases, shall be placed on the top of it.

18 Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.

19 Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.

20 Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.

21 Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.

22 Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage and will void the Limited Warranty. Refer all servicing to authorized service personnel.

23 Unplug the receiver from the AC power outlet before cleaning.

24 Do not place the receiver in an enclosure such as a cabinet without proper ventilation.

25 Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.

26 Use an outlet that contains surge suppression or ground fault protection. During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. These actions provide additional protection against damage caused by lightning or power line surges.

27 Tighten all of the coaxial cable connections only by hand. If you use a wrench, you may overtighten the connections and damage your equipment. Damage caused by overtightening is not covered by the Limited Warranty.



CAUTION—To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

Proper Care of Your Equipment

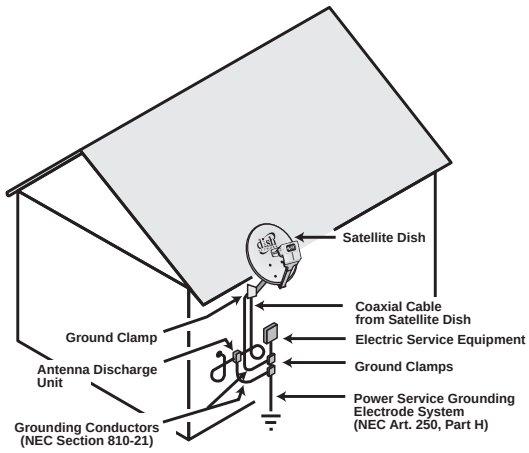
- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- If the equipment is turned on and needs to be moved, unplug the equipemnt and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer voids the Limited Warranty.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/ viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

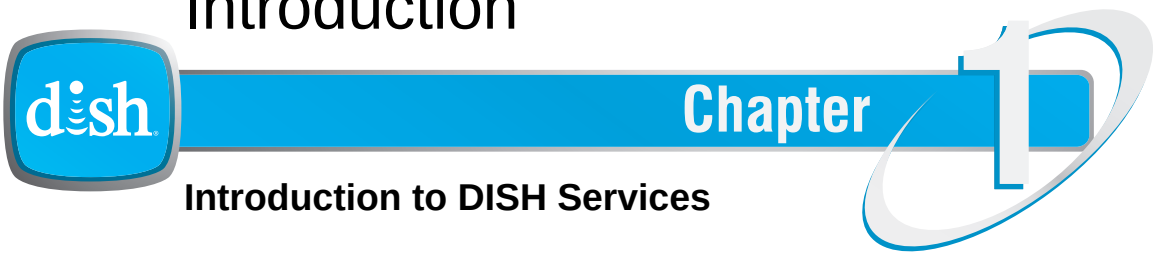
- Reorient or relocate the antenna assembly.
- Increase the separation between the equipment.
- Connect the equipment into an outlet on a circuit different from that to which the DISH receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



Notes

Introduction



Introduction to DISH Services

What you'll find in this chapter:

- WELCOME
- HOW TO USE THIS GUIDE
- ABOUT YOUR DISH ACCOUNT
- WATCHING TV NOW
- ABOUT SATELLITE TV RECEPTION
- WHY CONNECT TO A PHONE LINE
- MOVING ON-SCREEN LOGO

WELCOME

Thank you for choosing DISH. You are about to experience the excitement and convenience of our Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH consistently provides the latest products and satellite-delivered services—with high performance, ease of operation, and a wide variety of entertainment options.

HOW TO USE THIS GUIDE

This section explains how the guide is divided and the conventions used throughout.

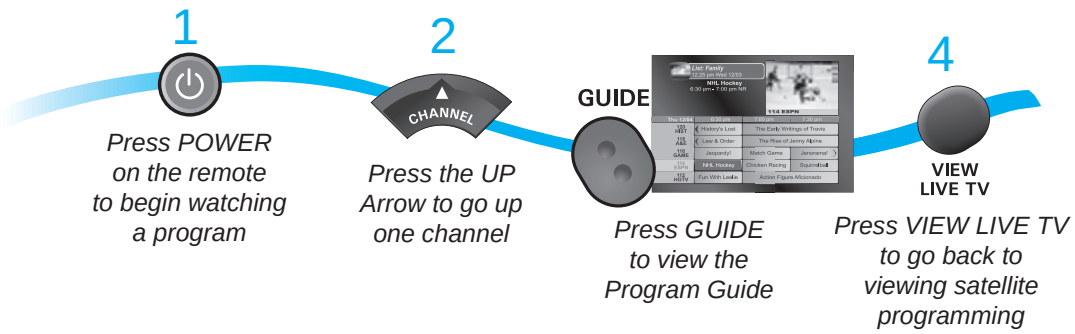
Guide Overview

This guide contains several chapters to make it easy for you to find what you need:

- *Chapter 1 - Introduction* gives you a brief overview of DISH and your new receiver.
- *Chapter 2 - Satellite Receiver* explains the basic features of your system and how to use the remote control, front panel buttons, and back panel connections.
- *Chapter 3 - Watching TV* describes how to change channels and look for programs.
- *Chapter 4 - Pay Per Programs* shows you how to order and watch Pay-Per-View programs.
- *Chapter 5 - Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6 - Locks* explains how to set locks and passwords.
- *Chapter 7 - Interactive TV* describes how to use the Dish**HOME** Interactive TV features of your satellite TV system.
- *Chapter 8 - Timers* shows you how you can record and play back your favorite programs when you want to watch them.
- *Chapter 9 - Remote Control Setup* contains instructions for programming your remote to control your satellite receiver and equipment like a TV, DVD, or VCR.
- *Chapter 10 - Customizing Your Receiver* shows you how to customize your receiver.
- *Chapter 11 - Connections* explains how to connect your satellite receiver to your TV and other equipment, such as a TV, DVD, or VCR.
- *Reference* includes troubleshooting steps for common issues and remote control device codes.
- *Appendix* includes the warranty, the Residential Customer Agreement, and FCC compliance information.

Guide Conventions

- The names of remote control buttons are all uppercase.
  Example: Press SAT.
- On-screen menu options are bold.
  Example: Select **System Setup**.
- Select means to move the highlight to an on-screen option or choice in a list and press SELECT on the remote control.
  Example: Select the **Locks** option.
- The instructions in this guide are shown in one of two ways:
  - Instructions in the form of pictures are handy if you'd like to learn something quickly. These instructions are numbered left to right as shown in the sample below.
  - Instructions that are written out are helpful if you'd like to learn more details.



Press POWER on the remote to begin watching a program

Press the UP Arrow to go up one channel

Press GUIDE to view the Program Guide

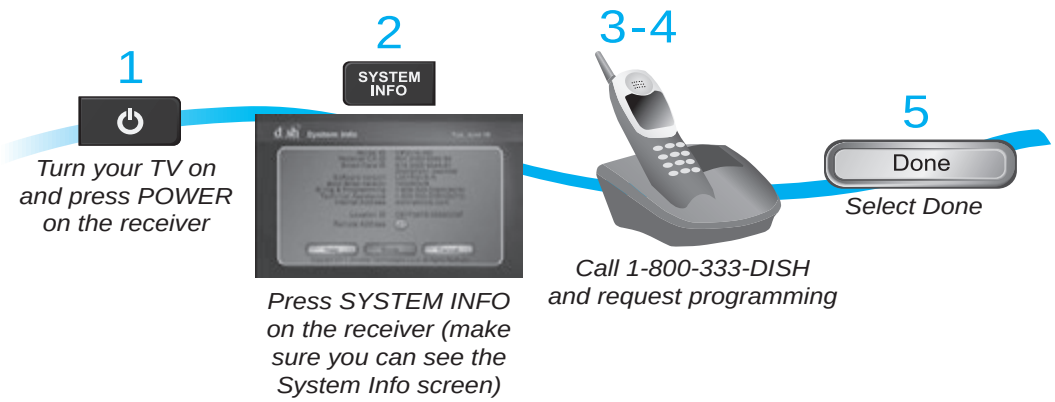
Press VIEW LIVE TV to go back to viewing satellite programming

About Your DISH Account

This section describes how to order your packages and provides information on how to find information about your DISH account.

Ordering Your Programming Packages

Before you can enjoy your new receiver, order your programming packages. You can also add programming using the Customer Support Application through Dish**HOME**.



1. Press POWER on the front panel to turn on the receiver.
2. Press SYSTEM INFO on the front panel to display the receiver's System Info screen on the nearby TV screen.
3. Call 1-800-333-DISH (3474) and tell the Customer Service Center the system has been installed and you would like to begin receiving services. A representative will explain the available program packages. Give the representative information from the System Info screen, as requested.
4. Your services will be turned on via the satellite signal. This process usually takes just a few minutes.
5. Select **Done**.

Where to Find Information on Your Account

If you want to know about charges to your DISH account or if you would like to make changes to your programming packages, be sure to have your account information handy and choose one of the following:

- Go to our website at mydish.com/myaccount and log into your account.
- Press MENU on your remote control and then select **Customer Support**.
- Call DISH at 1-800-333-DISH (3474).

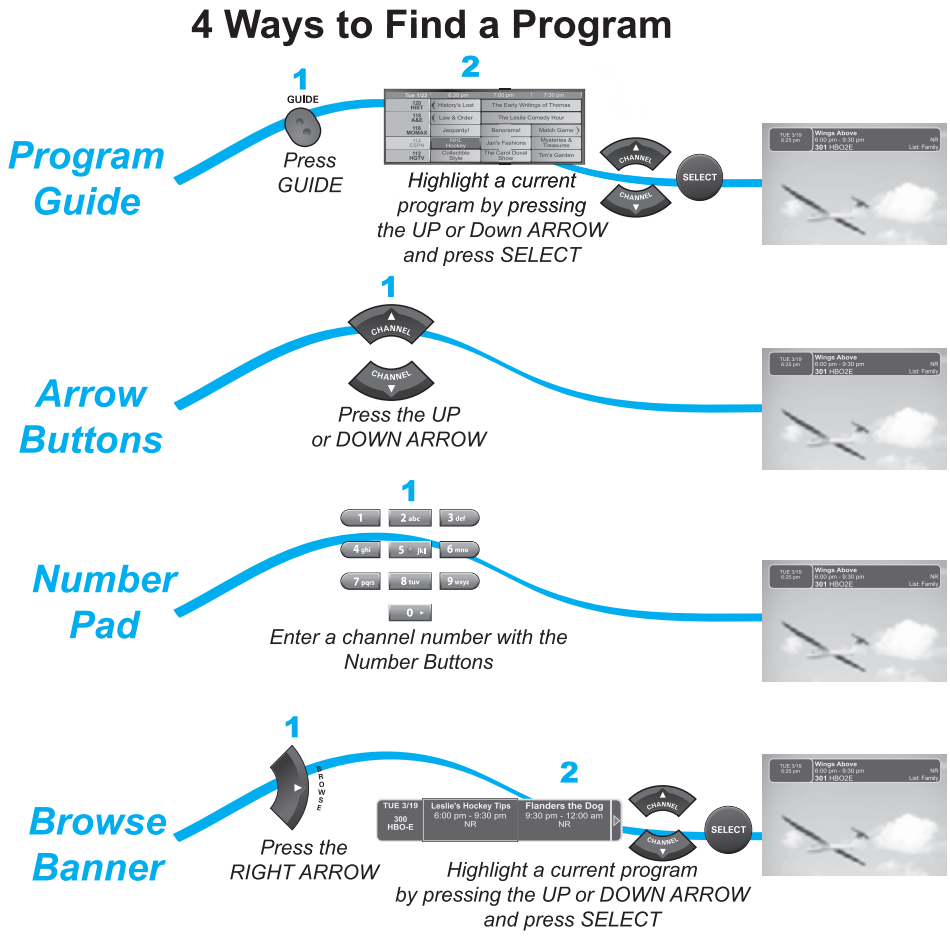
Note: Additional authorization may be required before high-definition programming and/or over-the-air digital broadcasts can be viewed; additional fees may apply.

WATCHING TV NOW

After you have ordered your programming package, you can begin enjoying the features of your new satellite TV receiver. When you complete these simple tours, you'll be familiar with the remote control and be able to find a program to watch.

Finding a Program to Watch

If you want to know more about watching TV, see *Chapter 3 - Finding Programs to Watch*.



Additional Services

Pay-Per-View

Catch all the action on Pay-Per-View. Take a break from regular TV and order the latest movies, sports, and special events. Be sure to connect an active phone line or broadband Internet connection to your receiver before you order a Pay-Per-View event.

DishHOME

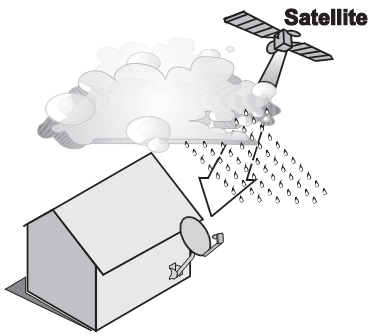
On Dish**HOME** (press DISH on your remote control), you'll find news, sports, weather information, TV and movie buzz, customer service, games, and more.

About Satellite TV Reception

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

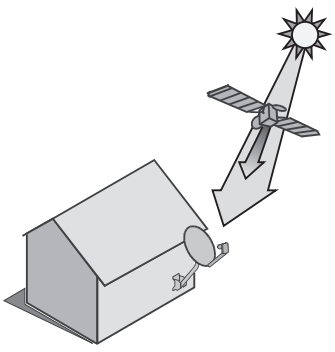
Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation will help prevent rain and snow from interrupting the signal.



Solar Interference

Twice a year, the sun moves to a position behind the DISH satellites as they orbit the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

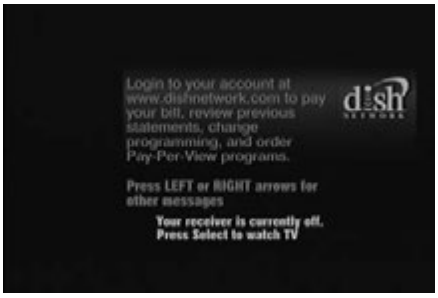
During these brief periods, you will not be able to see programs on DISH. When the sun has moved from behind the satellites, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.



Why Connect to a Phone Line

Your satellite receiver is equipped with a standard telephone jack that you use to connect to an active telephone line. Keep the receiver connected to an active telephone line so that you are able to order pay-per-view programs using your remote control, use all of the Dish**HOME** Interactive TV features, and use other services from DISH.

Moving On-screen Logo



Whenever the receiver is turned off using the remote control or front panel POWER button, the DISH logo and helpful tips displays on your TV screen. This feature is included with your receiver to assure you that the connections between your receiver and TV(s) are not lost and also provides useful information about your receiver and its features. Press POWER or SELECT on the remote control to resume watching satellite TV programming.

The moving logo does not display if you have the receiver connected to the TV with the TV SET OUT connection (see page 85).



TIPS

- **Always have the latest software**—Turn off the receiver when you're not using it.
- **Order Pay-Per-View with your remote control**—Keep an active phone line connected to the receiver. Not only will you have Pay-Per-View at your fingertips, but you'll also avoid unnecessary charges.



QUESTIONS

- **How do I find something to watch?** For more information on finding something to watch, see *Chapter 3 - Finding Programs to Watch*.
- **Why are some of the channels red in the Program Guide?** The channels that are red in the Program Guide are those which are not currently in your subscription. If you'd like to add channels, call 1-800-333-DISH (3474), go to mydish.com/myaccount, or use the Customer Support Application through Dish**HOME**.
- **I'm looking at program information in a guide I bought at the grocery store, but nothing matches what's on my DISH receiver, is something wrong?** No. DISH programming may vary from what you'll find in a local publication. For best results, use the Program Guide on your receiver or order *DISH Entertainment Magazine*.

Satellite Receiver



About Your Satellite Receiver

What you'll find in this chapter:

- REMOTE CONTROL
- SATELLITE RECEIVER FRONT PANEL
- SATELLITE RECEIVER BACK PANELL
- USING THE MENUS
- USING TEXT FIELDS

REMOTE CONTROL

The remote control gives you easy access to all the features of your satellite receiver. You can program the remote to control the satellite receiver and up to three other devices (see page 54). These devices can be a TV, a VCR or DVD player, and a third device.

The remote control uses IR signals to control both the receiver and other devices that the remote is programmed to control.

IR signals travel only short distances (40 feet or less), and cannot go through walls or other solid objects. You must point the remote control directly at the device, with no objects blocking the line of sight.

Remote Control Batteries



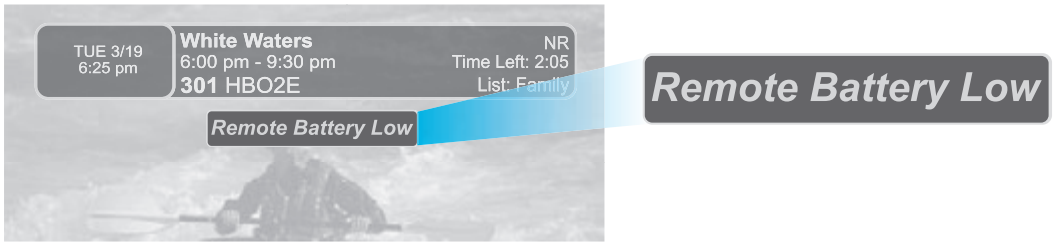
The remote control comes with four AAA batteries. When you replace old batteries you should replace all of the batteries at one time and use batteries of the same type (for example, all alkaline or all carbon zinc). Alkaline batteries last longer.

1. Press down on the top of the battery cover and slide the cover off.
2. Take out all of the old batteries.
3. Put four new batteries in. Make sure you match the plus (“+”) ends with the plus markings on the battery case.

   Note: The remote control cannot work with less than four AAA batteries.
4. Slide the cover back into place.

Low Battery Warning

When you see a low battery warning message on your screen below the Program Banner, the batteries in your remote control are weak and need to be replaced.

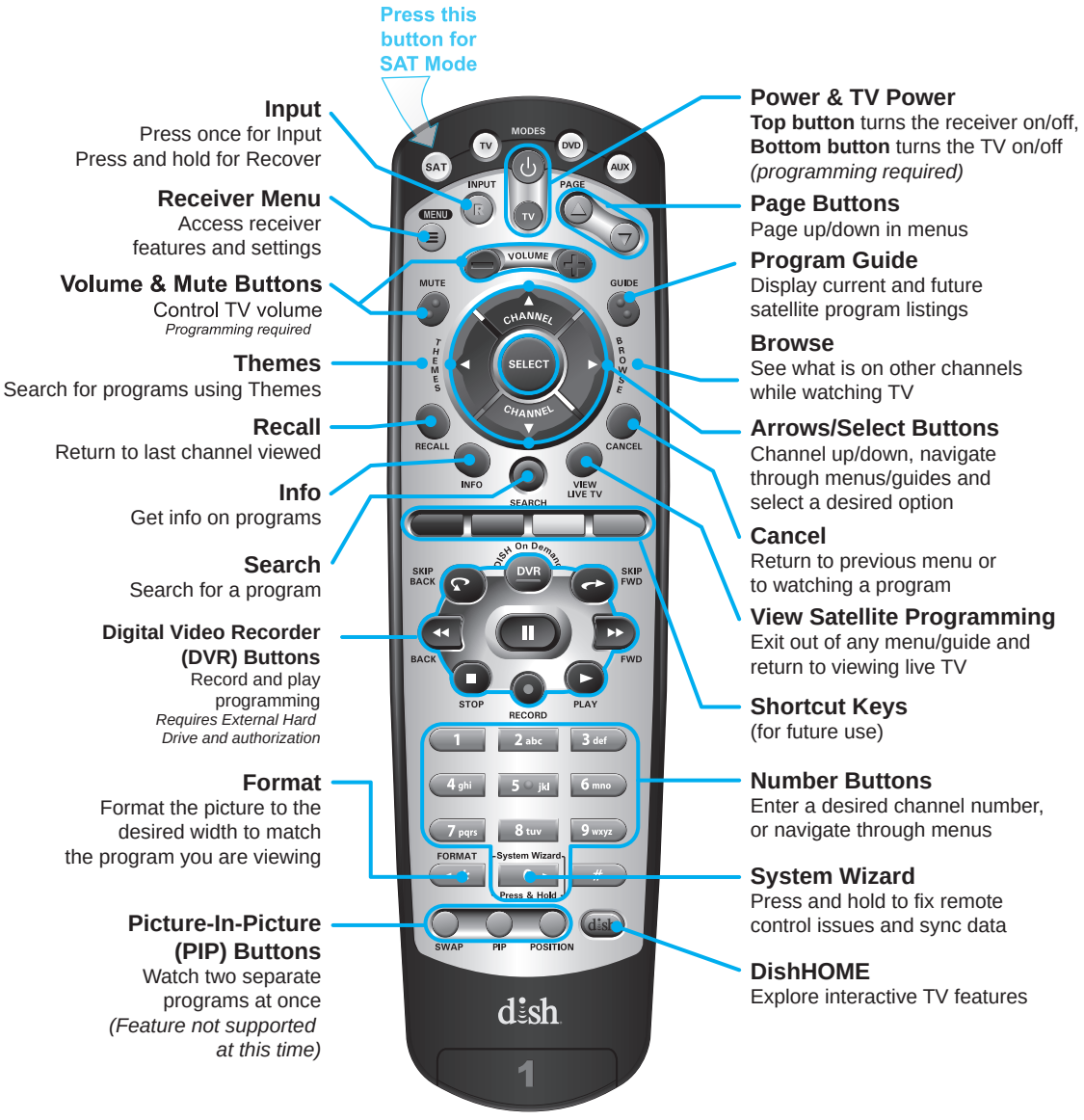


Here's a helpful hint: Don’t wait until you see the low battery warning to change the remote control batteries. If your remote control doesn’t seem to be working very well (for example, you have to press POWER more than once to turn the receiver on or off), it’s a good indication that the batteries are getting weak.

Remote Control Buttons

SAT Mode

To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button. SAT



Remote Control Buttons—TV Mode

To use the features described in this section, make sure you are in TV mode by pressing the TV Mode button. Remote programming is required.



TV/Video
Switch between TV inputs

TV Menu
Access menu features available on some TVs

Mute
Turn TV volume on or off

Recall
Return to last TV channel viewed (or input, depending on your TV)

Picture-In-Picture (PIP) Buttons
Display PIP features on some TVs with PIP capabilities
(Feature not supported at this time)

Power and TV Power top and bottom button
Turn TV on/off

Volume
Control TV volume

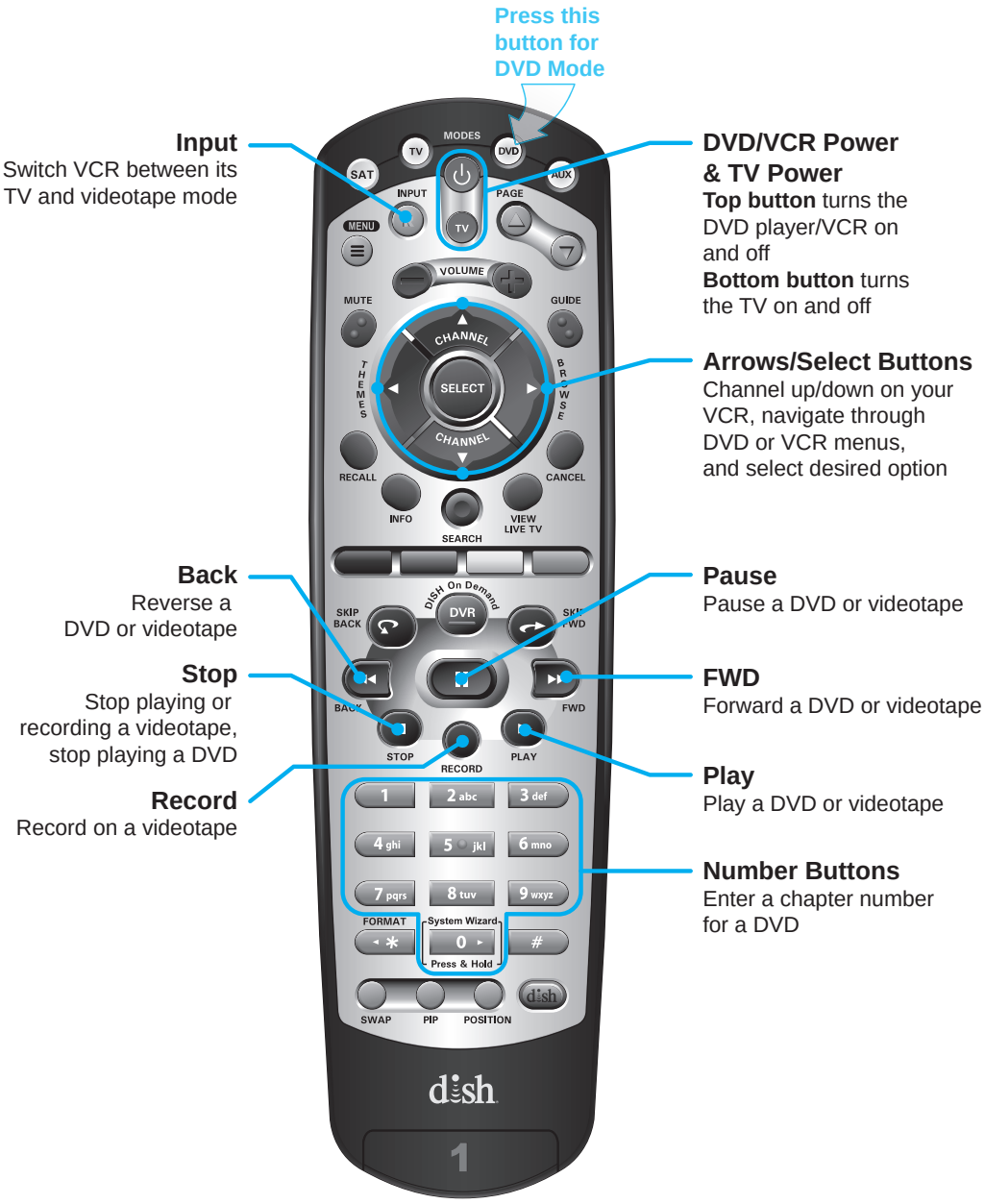
Arrows/Select Buttons
Channel up/down on TV, navigate TV menus/modes and select desired TV option

Number Buttons
Enter a desired channel number on TV

Note: *Remote operation is different on DISH TVs. See your DISH TV User's Guide for proper operation.*

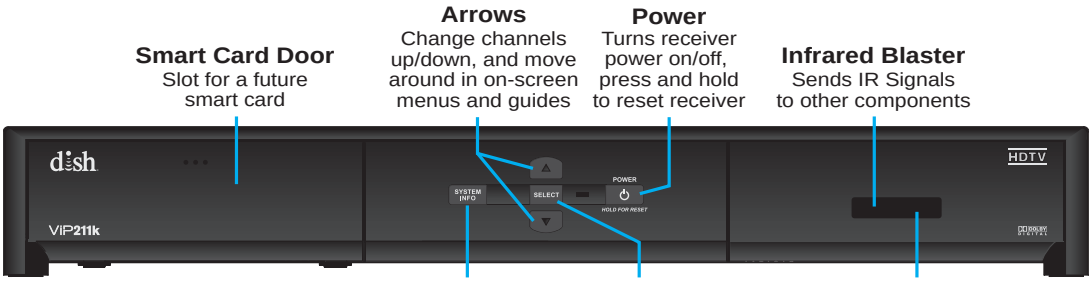
Remote Control Buttons—DVD Mode

To use the features described in this section, make sure your are in DVD mode by pressing the DVD Mode button. You can also use this mode to operate a VCR instead of a DVD player. Remote programming is required.

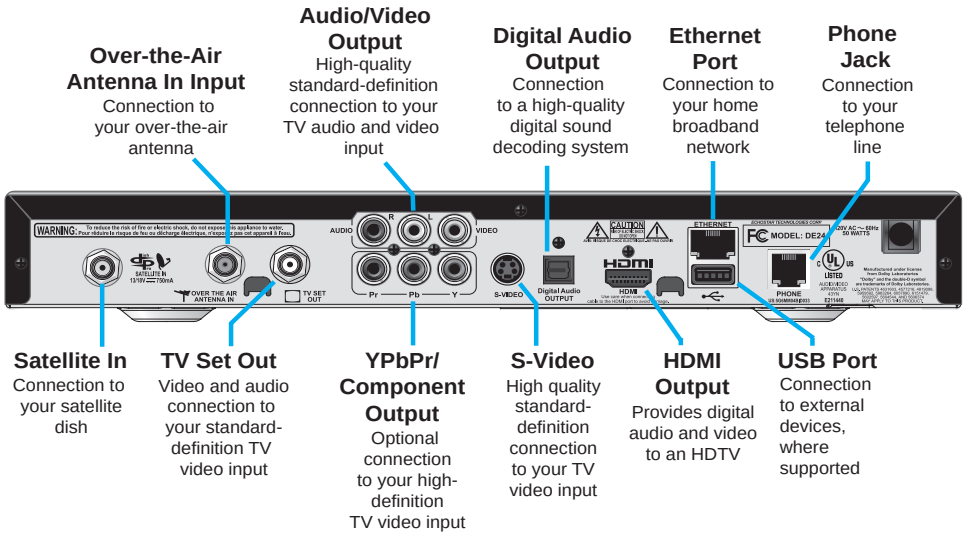


Satellite Receiver Front Panel

SATELLITE RECEIVER FRONT PANEL



SATELLITE RECEIVER BACK PANEL



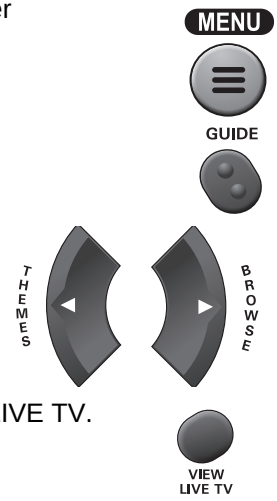
USING THE MENUS

The menus make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting locks, choosing a program, or creating a favorites list.

Open and Close Menus

You can open the menus in either of two ways:

- Press MENU to open the Main Menu, then open any of the other menus from the Main Menu.



- Use the following buttons on the remote control:
  - Press GUIDE to open the Program Guide.
  - Press THEMES (LEFT ARROW) when watching a program to open the Themes and Search menu.
  - Press BROWSE (RIGHT ARROW) to display the Browse Banner.

To close a menu and return to watching a program, press VIEW LIVE TV.

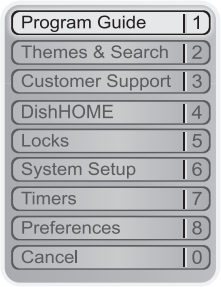
Highlighting Menu Options

To highlight a menu option, use the remote control ARROWS to move the on-screen highlight to the menu option. When you move the on-screen highlight, the highlighted option becomes amber in color.

Selecting Menu Options

When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:

- If the option has a number next to it, press the number on the NUMBER PAD button that matches this number. When you use the NUMBER PAD, you do not need to highlight the option first.
- Move the highlight to the menu option using the remote control ARROWS. Then press SELECT. In the example, **Program Guide** is highlighted.

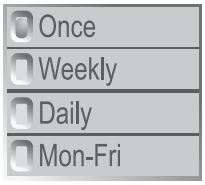


List of Choices in the Menus

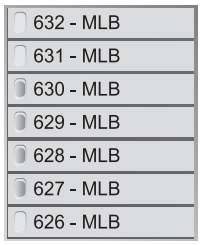
When you make a choice in a list, the receiver does not apply the change until you select **Done**. If you do not want to save any changes, select CANCEL to discard all the changes made in the menu.

There are two types of lists:

- A single choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.



- A multiple choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.



Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press VIEW LIVE TV.
- If you want to return to the previous menu, press CANCEL.
- Wait a few minutes and the menu will close automatically, discarding any changes you have made.



USING TEXT FIELDS

When you use features on the receiver, you might be required to enter information, such as the name of a movie when using Search, into areas known as *text fields*. Your receiver has two basic ways to enter the information:

- On-screen keyboard
- Remote control NUMBER PAD

Using the On-screen Keyboard



Use the on-screen keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard. Select the characters you want.

Using the Number Pad



Use the letters above the NUMBER PAD on the remote control while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word “Rudy.”

While in the Text Field

When the cursor is in the field:

- Press the LEFT ARROW to delete characters.
- Press 0 to enter a blank space, such as between words.
- Press STAR to backspace without deleting characters.
- Use the RIGHT ARROW to forward space without deleting characters.



TIPS

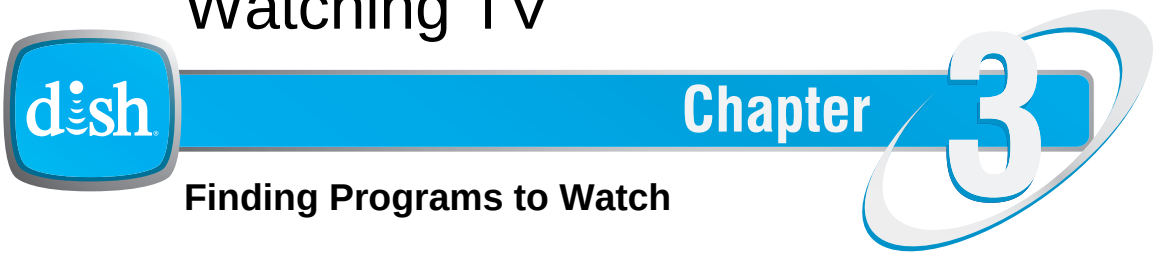
- If you do not do anything in a menu for several minutes, the menu automatically closes. This will discard any changes you made, and displays the program you were watching.
- On the remote control, press FORMAT (*) on the remote control to change the aspect ratio (display shape) of HD and SD channels.
- Keep from accidentally changing the channel or input on your TV by programming the remote in Limited Mode.



QUESTIONS

Why doesn't my remote control work? Make sure the remote control is in the right mode and you are pointing the remote directly at the receiver (or TV, VCR, or DVD player). Make sure the batteries are good.

Watching TV



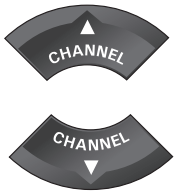
Finding Programs to Watch

What you'll find in this chapter:

- CHANGING CHANNELS
- USING THE PROGRAM GUIDE
- USING THE BROWSE BANNER
- USING THEMES AND SEARCH

CHANGING CHANNELS

Using the Up and Down Arrows



While watching TV, press the UP and DOWN ARROWS on your remote control to change channels one channel at a time. You can also change the channels the same way using the UP and DOWN ARROWS on the receiver front panel.

Entering a Channel Number



While watching TV, if you know the specific channel you want to watch, enter the channel number using the NUMBER PAD on the remote control.

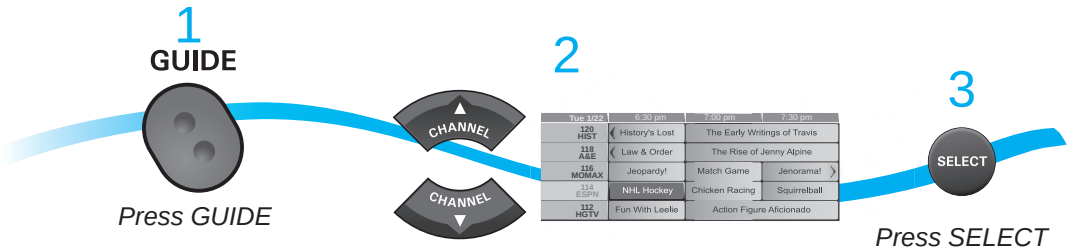
USING THE PROGRAM GUIDE

You can use the Program Guide to see what programs are on, to change channels, and to schedule timers. To access this guide, press GUIDE.



- A red background behind a channel usually means you have not subscribed to the channel. After you subscribe to a channel, you can tune to it. To subscribe to a channel, please call 1-800-333-DISH (3474).
- A yellow background behind a channel is for over-the-air digital channels. See instructions to connect an over-the-air antenna to your receiver.
- The Program Guide shows which Favorites List is active. If All Chan is active, the Program Guide shows all the channels. The My Channels list shows only the channels in your subscription. The My HD Channels list displays only the high-definition channels in your subscription. If you activate another list, the Program Guide shows only the channels on that list.

- The Program Guide shows programs on now and coming on within the next two days. The guide does not show programs that have ended.

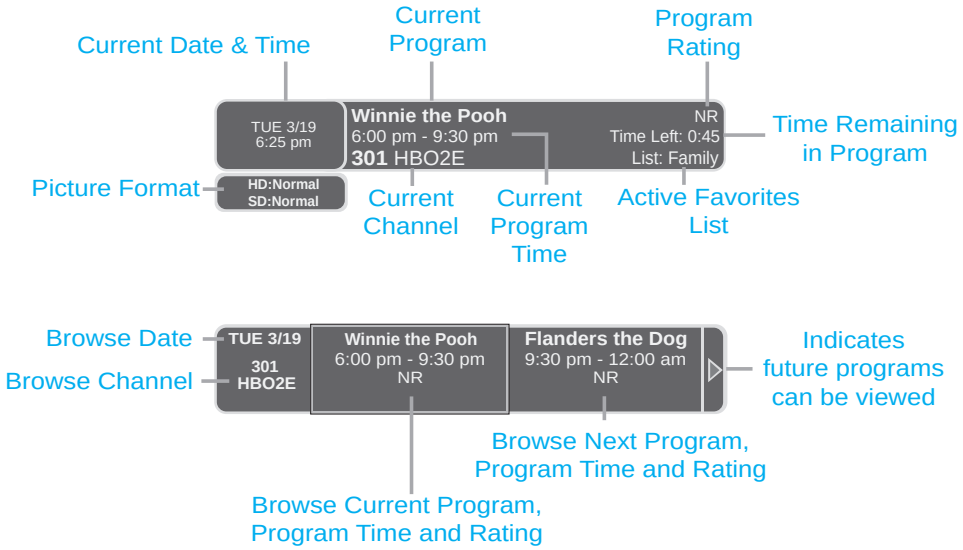


While using the Program Guide, you can:

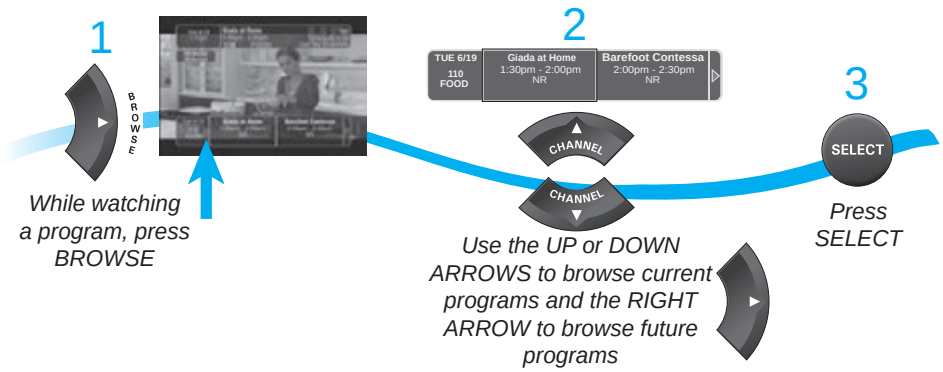
- Press PAGE UP or PAGE DOWN to move a page of channels at a time.
- Enter the number of hours you want to skip forward or backward in the schedule, and then press the RIGHT/LEFT ARROW to move forward or back in the schedule.
- To quickly jump 24 hours forward or backward in the program guide, press the SKIP FWD or SKIP BACK buttons to move forward or back in the schedule.

USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on and not miss any of a program you are watching. When the Browse Banner is open, you will see the Program Banner information on the current program at the top of the screen, and on the left side of the Browse Banner at the bottom of the screen. At the bottom right of the screen is information on the program that is on next on the same channel.



To see what is coming up on other channels, press the UP or DOWN ARROW while the Browse Banner is open.

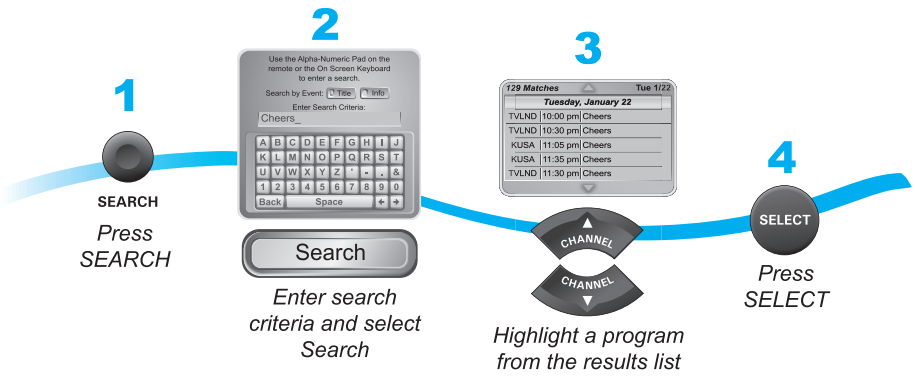


If you select a current program, the receiver will tune to that channel. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Timers* for more information.

USING SEARCH TO FIND A PROGRAM

You can find programs to watch by using the Search feature of the receiver. This feature will search all channels, including over-the-air channels (if an over-the-air antenna is connected to the receiver), and find programs that match keywords that you enter.

Using the Search Feature



You can search for events two ways:

- Select **Title** to search for the words that appear in the title of a program.
- Select **Info** to search for words that are in the program description or title.

Enter the search word(s) in the Search Criteria Field in one of two ways:

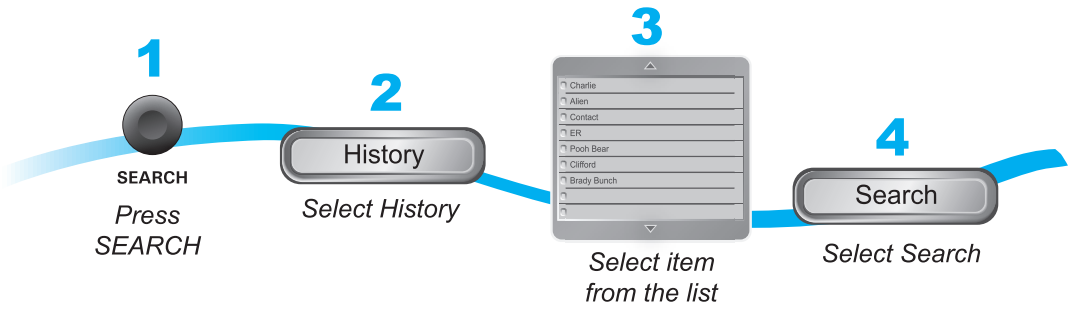
- Use the on-screen keyboard.
- Use the letters on the NUMBER PAD.

If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Timers* for more information.

Using Search History

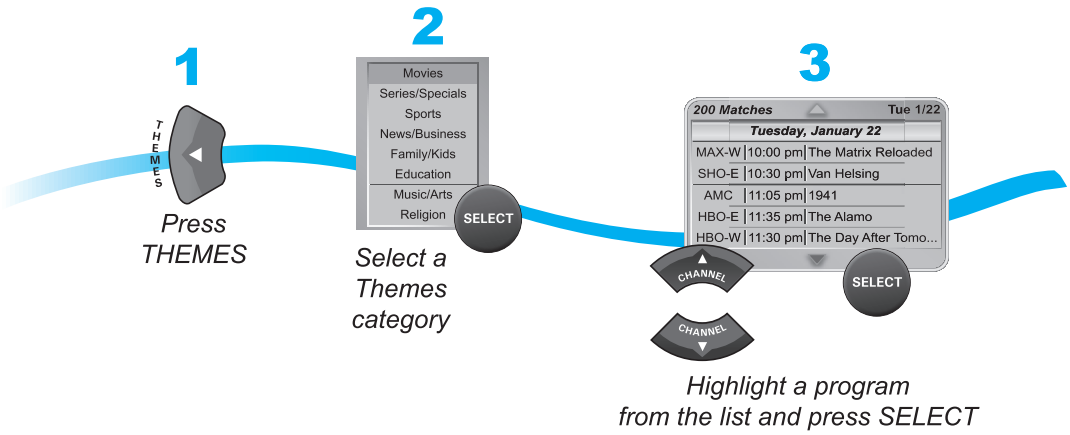
After you have searched previously for programs or other information, your receiver builds a history. You can use the Search History to re-search programming instead of typing the information again.

Note: Use the **Edit** or **Delete** options to change or delete Search keywords.



FINDING A PROGRAM BY ITS THEME

You can list and choose programs by the theme of their contents, for example, just movies or just sports. You can then quickly list programs based on that theme, and choose the program you want. This feature also categorizes programs on over-the-air channels (if an over-the-air antenna is connected to the receiver.



If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Timers* for more information.



TIPS

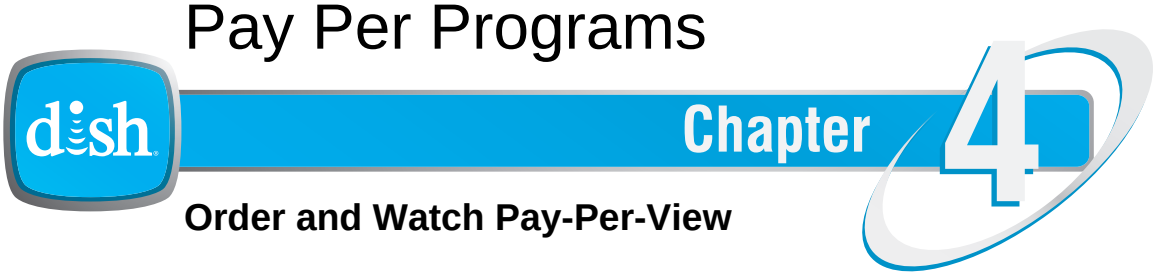
- Press INFO to get more information about the program you highlighted.
- Press VIEW LIVE TV to cancel almost any screen and return to watching TV.
- Skip forward 24 hours (and then back again) at a time in the Program Guide by pressing the SKIP FWD (SKIP BACK) button on the remote control.



QUESTIONS

- **How can I customize the Program Guide to show only my favorite channels?** You can set up a Favorites List. You can change how the Program Guide is displayed (size of text, number of programming hours displayed, etc.).
- **Why are some of my channels missing?**
  - You may have locked or hidden the channels. See *Chapter 6: Locks* for information on locking and unlocking the receiver.
  - You may have the wrong list showing in the Program Guide. Press GUIDE to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists. See Favorites Lists for more information.

Pay Per Programs



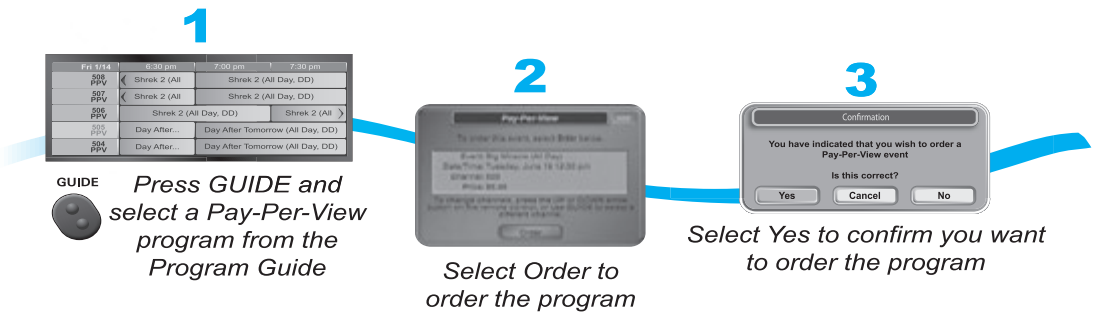
Order and Watch Pay-Per-View

What you'll find in this chapter:

- ORDERING A PAY-PER-VIEW PROGRAM
- REVIEWING PAY-PER-VIEW ORDERS

Ordering a Pay-Per-View Program

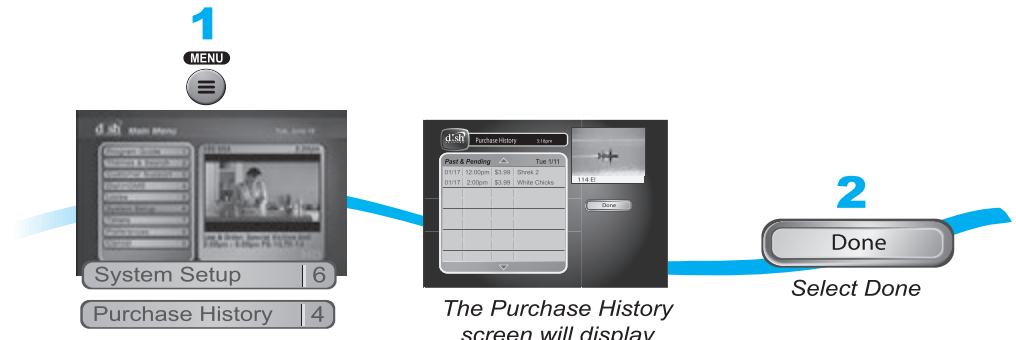
To order Pay-Per-View programs, you must connect the receiver to an active phone line or to the your broadband network through the Ethernet port. After you order a Pay-Per-View program, you can watch it on all of the receivers on your DISH account. Using the remote control, you can order the exact same program for each receiver but you pay for the program only once (the program must be the same date, time, and channel). However, replays of programs are separate events.



Note: Once you confirm an order for a Pay-Per-View program, you cannot cancel the order, and you will be billed for it.

Reviewing Pay-Per-View Orders

Use this feature to review events you've ordered, including those you have watched and those you purchased but have not yet watched.





TIPS

- You can set up a VCR to record Pay-Per-View programs. You can also connect an external hard drive to the USB port on the back panel of the receiver and record programs (see page 70).
- You can prevent others from purchasing Pay-Per-View programs by using locks.
- Tune to Channel 500 for a list of what's playing on Pay-Per-View.



QUESTIONS

- **How can I order an event for all my receivers?**
  - Order on each receiver, one at a time with the remote control. Make sure an active phone line is connected to each receiver.
  - Press the DISH button on your remote control and follow the instructions.
  - Order the event over the phone 1-800-333-DISH (3474).
  - Order the event online at mydish.com/ppv.
- **Will I be charged more than once for ordering the same Pay-Per-View on two or more receivers?** If you're using the remote control, you won't be charged more than once as long as it is the same exact event (for example, at the same time or All Day events).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** You may be using a Favorites List that doesn't include Pay-Per-View channels. Press GUIDE to open the Program Guide and then press GUIDE again until you see **All Chan** in the upper left corner of the Program Guide. See *Chapter 5: Favorites Lists* for more information on using Favorites Lists.

Notes

Notes

Favorites Lists

Chapter 5

Setting Up Your Favorites Lists

What you'll find in this chapter:

- WHAT ARE FAVORITES LISTS?
- CREATING OR CHANGING FAVORITES LISTS
- NAMING FAVORITES LISTS
- USING FAVORITES LISTS

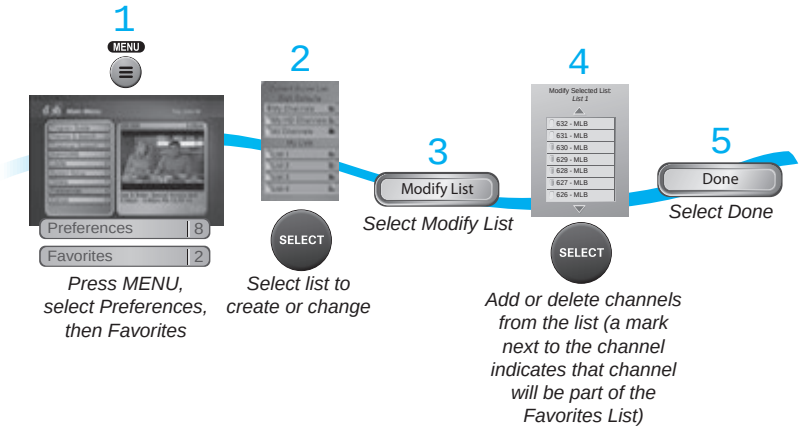
WHAT ARE FAVORITES LISTS?

Favorites Lists are custom lists of your favorite channels. You can create and change the lists, adding and removing channels as you wish. Your favorite channels can be grouped into up to four lists.

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. When you use the remote control UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list.
- The **All Chan** list contains all the channels, including channels not in your current subscription. You cannot make any changes to the **All Chan** list.
- The **My Channels** list contains all the channels in your subscription. You cannot make any changes to the **My Channels** list, except by changing your subscription.
- The **My HD Channels** list contains all of the HD channels in your subscription, as well as over-the-air digital channels if your receiver is connected to an over-the-air antenna.
- Each Favorites List has a unique color in the Program Guide. You can also give each list a name. The four lists are named List 1, List 2, List 3, and List 4, until you change the name. The lists are empty until you add channels to them.
- If you choose a program using Themes or by entering a channel number using the remote controls, the receiver tunes to the channel for that program whether or not that channel is on the active Favorites List.
- You can include over-the-air channels in your Favorites Lists if an over-the-air antenna is connected to the receiver.

CREATING OR CHANGING FAVORITES LISTS

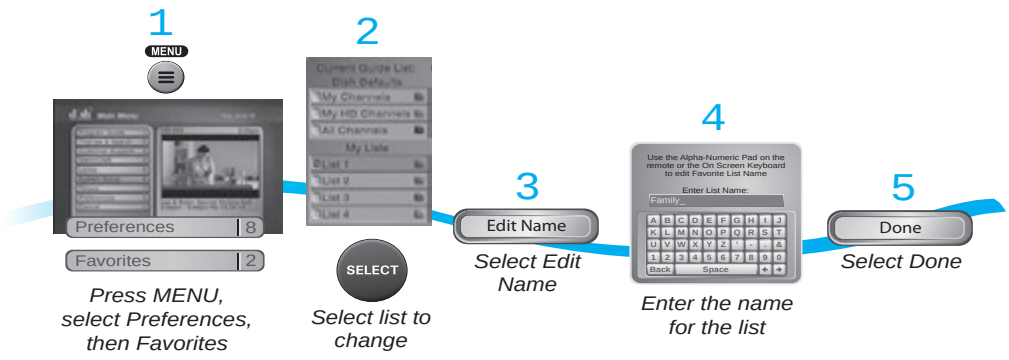
You can create, add channels to, and remove channels from a Favorites List. When you use your Favorites List only those channels in your list are shown in the Program Guide and Browse Banner.



1. Press MENU on your DISH remote control. Select **Preferences**, and then **Favorites**.
2. Select the list that you want to change, or select **List 1**, **List 2**, **List 3**, or **List 4** to create a list.
3. Select **Modify List**.
4. Using the SELECT button, add or delete channels from the list.
5. Select **DONE**.

NAMING FAVORITES LISTS

You can name your Favorites Lists whatever you want, up to eight characters long.



1. Press MENU on your DISH remote control. Select **Preferences**, and then select **Favorites**.
2. Select the list that you want to rename.
3. Select **Edit Name**.
4. Enter the name you want for the list.
5. Select **Done**.

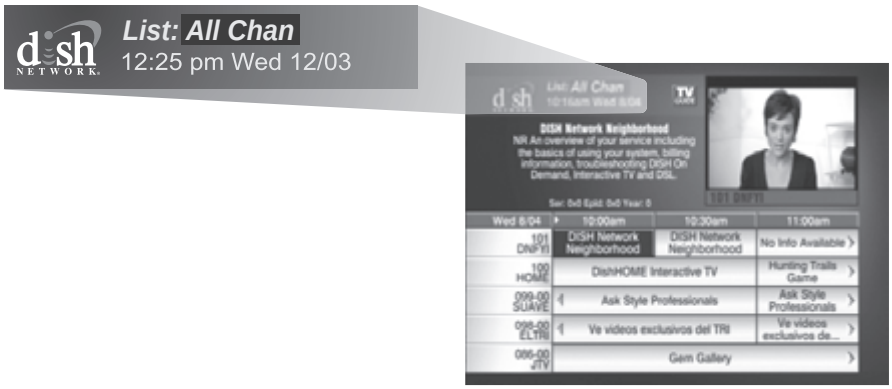
USING FAVORITES LISTS

Press GUIDE to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists.
Note: GUIDE only works in this manner if the Guide button is selected under MENU, **Preferences**, **Favorites** and **Guide Options**.

GUIDE



You can tell which favorites lists is active by looking in the Program Guide.



TIPS

- Two lists cannot have the same name.
- Pressing GUIDE to switch Favorites Lists functions only if you have added channels to the Favorites List. If you have not created a Favorites List, pressing GUIDE switches the receiver between the **All Chan**, **My Channels**, and **My HD Channels** Lists.
- Locked and hidden channels do not display in Favorites Lists.

QUESTIONS

- **Why are channels missing from the Program Guide?**
  - You might have a Favorites List that does not contain those channels. Press GUIDE until the **All Chan** or **My Channels** list displays.
  - You might have channels locked and hidden.

Locks

Chapter 6

Securing Your Receiver

What you'll find in this chapter:

- WHAT ARE LOCKS?
- CREATING OR CHANGING RATINGS LOCKS
- CREATING OR CHANGING CHANNEL LOCKS
- LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS
- HIDING ADULT CONTENT OR LOCKED CHANNELS
- LOCKING OR UNLOCKING THE FRONT PANEL
- CREATING OR CHANGING A PASSWORD
- LOCKING AND UNLOCKING YOUR RECEIVER

WHAT ARE LOCKS?

Locks allow you to password-protect programming based on ratings, or on a channel-by-channel basis. When you have locked the receiver:

- If you try to access a locked item or open the Locks menu, the receiver displays a message prompting you to enter the password.
- The receiver allows you three attempts to enter the correct password. If you fail to enter the correct password, the receiver does not allow you to try again for several minutes.
- If you enter the correct password, you can access the locked item or open the Locks menu.
- If you exit a locked item or close the Locks menu, you must enter the password to access the item again.

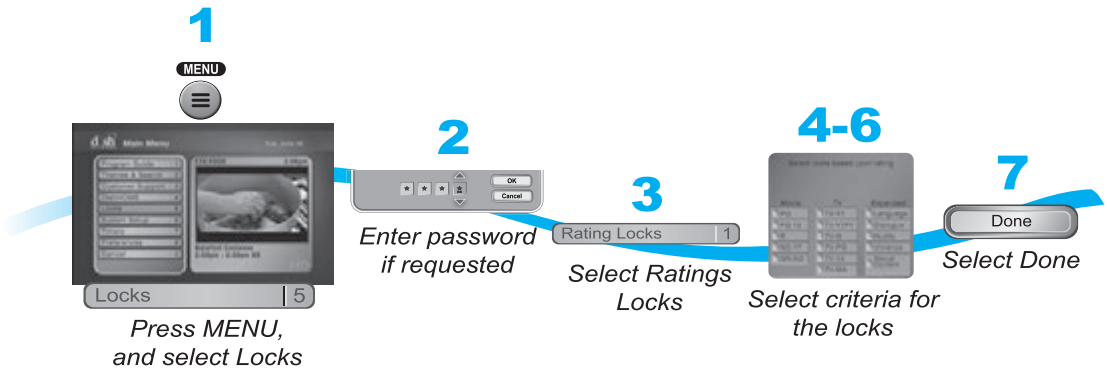
Locking the receiver is a two-step process:

1. Create the locks that you want.
   - Ratings Locks—locks programs based on ratings.
   - Channel Locks—locks channels regardless of content.
   - Lock PPV—prevents unauthorized pay-per-view ordering.
   - Hide Adult or Hide Locked—hides adult channels or locked channels from being displayed in the Program Guide and other channel lists.
   - Front Panel Lock—prevents the front panel buttons from being used.
2. Lock the receiver.

   When the receiver is locked, anyone who wants to access locked items must enter the password.

CREATING OR CHANGING RATINGS LOCKS

You can lock programs based on Motion Picture Association of America (MPAA) ratings (PG, PG-13, etc.) and expanded ratings (violence, language, etc.).



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. Select **OK**.

3 Select **Ratings Locks**.

4 Highlight the least restrictive rating that you want to block. Press SELECT to lock the highlighted rating and all ratings more restrictive than it (for example, locking PG-13 automatically locks R and NC-17).

MPAA Ratings

G—General Audiences. A G-rated motion picture contains nothing in theme, language, nudity, sex, violence or other matters that, in the view of the Rating Board, would offend parents whose younger children view the motion picture. The G rating is not a “certificate of approval,” nor does it signify a “children’s” motion picture. Some snippets of language may go beyond polite conversation but they are common everyday expressions. No stronger words are present in G-rated motion pictures. Depictions of violence are minimal. No nudity, sex scenes, or drug use are present in the motion picture.

PG—Parental Guidance Suggested. **Some Material May Not Be Suitable For Children**. A PG-rated motion picture should be investigated by parents before they let their younger children attend. The PG rating indicates, in the view of the Rating Board, that parents may consider some material unsuitable for their children, and parents should make that decision. The more mature themes in some PG-rated motion pictures may call for parental guidance. There may be some profanity and some depictions of violence or brief nudity. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use content in a PG-rated motion picture.

PG-13—Parents Strongly Cautioned. Some Material May Be Inappropriate For Children Under 13. A PG-13 rating is a sterner warning by the Rating Board to parents to determine whether their children under age 13 should view the motion picture, as some material might not be suited for them. A PG-13 motion picture may go beyond the PG rating in theme, violence, nudity, sensuality, language, adult activities or other elements, but does not reach the restricted R category. The theme of the motion picture by itself will not result in a rating greater than PG-13, although depictions of activities related to a mature theme may result in a restricted rating for the motion picture. Any drug use will initially require at least a PG-13 rating. More than brief nudity will require at least a PG-13 rating, but such nudity in a PG-13 rated motion picture generally will not be sexually oriented. There may be depictions of violence in a PG-13 movie, but of the harsher sexually-derived words, though only as an expletive, initally requires at least a PG-13 rating. More than one such expletive requires an R rating, as must even one of those words used in a sexual context. The Rating Board nevertheless may rate such a motion picture PG-13 if, based on a special vote by a two-thirds majority, the Raters feel that most American parents would believe that a PG-13 rating is appropriate because of the context or manner in which the words are used or because the use of those words in the motion picture is inconspicuous.

R—Restricted. Children Under 17 Require Accompanying Parent or Adult Guardian. An R-rated motion picture, in the view of the Rating Board, contains some adult material. An R-rated motion picture may include adult themes, adult activity, hard language, intense or persistent violence, sexually-oriented nudity, drug abuse or other elements, so that parents are counseled to take this rating very seriously. Children under 17 are not allowed to attend R-rated motion pictures unaccompanied by a parent or adult guardian. Parents are strongly urged to find out more about R-rated motion pictures in determining their suitability for their children. Generally, it is not appropriate for parents to bring their young children with them to R-rated motion pictures.

NR/AO—Not Rated. Programs created before MPAA rating system have an NR/AO rating. Also, if connection to the satellite is lost, the NR/AO rating appears.

TV Ratings

TV Ratings contain information about the audience and a content label.

TV-Y—All Children. This program is designed to be appropriate for all children. Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. This program is not expected to frighten younger children.

TV-Y7—Directed to Older Children. This program is designed for children age 7 and above. It may be more appropriate for children who have acquired the developmental skills needed to distinguish between make-believe and reality. Themes and elements in this program may include mild fantasy violence or comedic violence, or may frighten children under the age of 7. Therefore, parents may wish to consider the suitability of this program for their very young children.

TV-Y7-FV—Directed to Older Children - Fantasy Violence. For those programs where fantasy violence may be more intense or more combative than other programs in this category, such programs will be designated TV-Y7-FV.

TV-G—General Audience. Most parents would find this program suitable for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, no strong language and little or no sexual dialogue or situations.

TV-PG—Parental Guidance Suggested. This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program may contain one or more of the following: some suggestive dialogue (D), infrequent coarse language (L), some sexual situations (S), or moderate violence (V).

TV-14—Parents Strongly Cautioned. This program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program may contain one or more of the following: intensely suggestive dialogue (D), strong coarse language (L), intense sexual situations (S), or intense violence (V).

TV-MA—Mature Audience Only. This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program may contain one or more of the following: crude indecent language (L), explicit sexual activity (S), or graphic violence (V).

Content Labels—TV Parental Guidelines may have one or more letters added to the basic rating to let parents know when a show may contain violence, sex, adult language, or suggestive dialogue.

D—suggestive dialogue (usually means talks about sex)
L—coarse or crude language
S—sexual situations
V—violence
FV—fantasy violence (children's programming only)

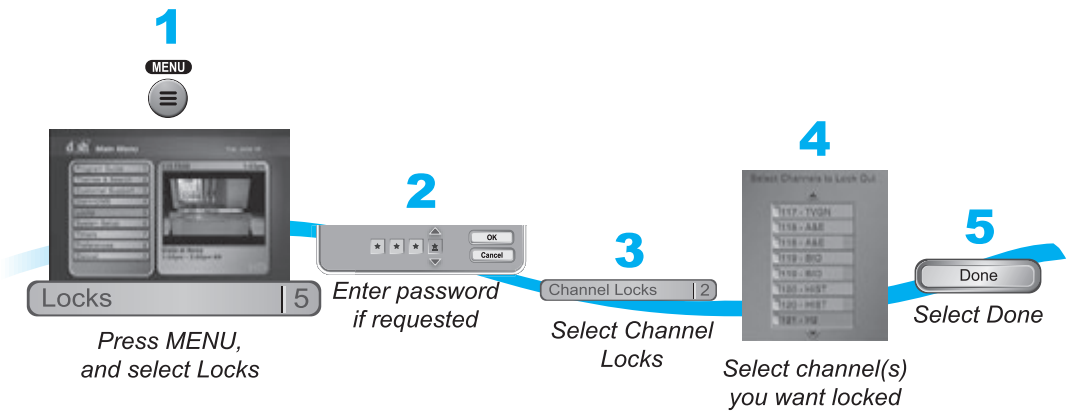
5 Select the expanded rating code(s), if you want to also lock these ratings.

6 To unlock a rating code, select the code.

7 Select **Done**. Make sure the receiver is locked.

CREATING OR CHANGING CHANNEL LOCKS

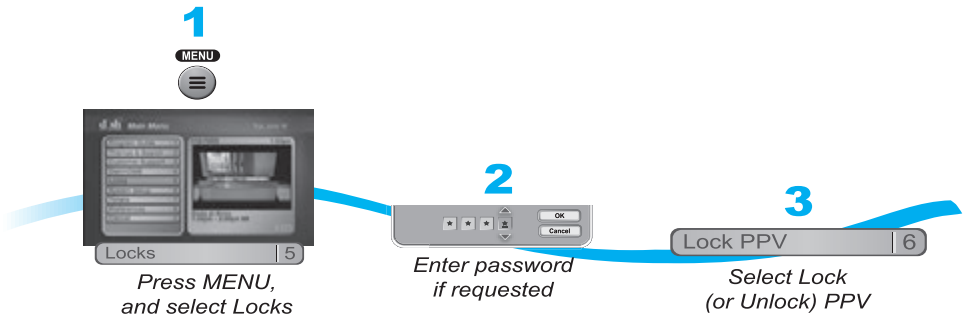
You can lock any channel, including Pay-Per-View and over-the-air channels. This type of lock keeps anyone from viewing these channels unless they enter the correct password.



1. Press MENU and select **Locks**.
2. If the receiver is locked, enter the password using the NUMBER PAD. Select **OK**.
3. Select **Channel Locks**.
4. Highlight and select each channel that you want to lock or unlock. Press UP or DOWN ARROW to highlight the channel. You can also move to each channel number using the NUMBER PAD. If the checkbox next to the channel has a checkmark, the channel is locked.
5. Select **Done**. Make sure the receiver is locked.

Locking or Unlocking Pay-Per-View Channels

This locks all Pay-Per-View channels. This type of lock keeps anyone from viewing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD. You also can lock individual Pay-Per-View channels by using channel locks.



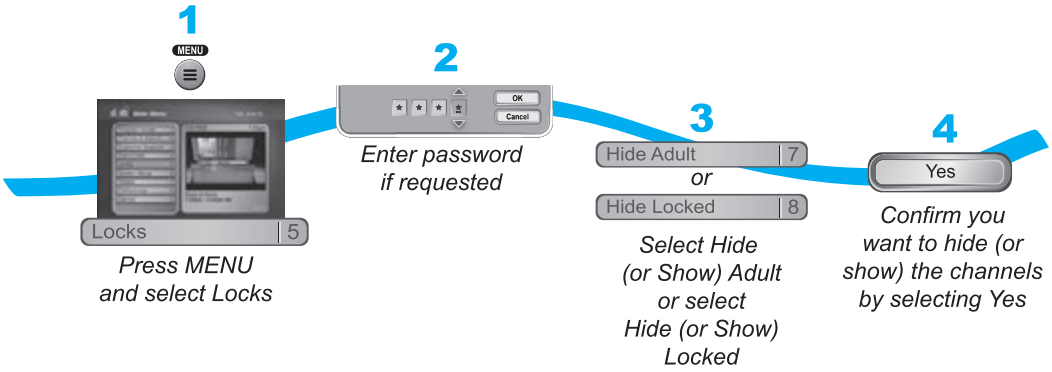
1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Lock PPV** or **Unlock PPV**, then select **Yes**. Make sure the receiver is locked.

Hiding Adult Content or Locked Channels

When you hide adult channels or locked channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult channels or locked channels. It also prevents anyone from choosing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD.



1 Press MENU and select **Locks**.

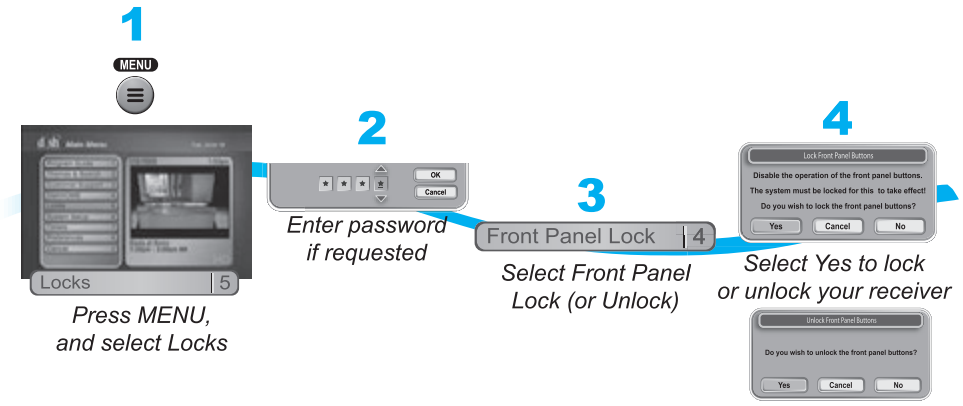
2 If the receiver is locked, enter the password using the NUMBER PAD. Select **OK**.

3 Select **Hide Adult** to remove the adult channels from the channel lists or **Show Adult** to display the adult channels in channel lists. Select **Hide Locked** to remove locked channels from the channel lists or **Show Locked** to display locked channels in channel lists.

4 Select **Yes**. Make sure the receiver is locked as described on page 41.

LOCKING OR UNLOCKING THE FRONT PANEL

This lock keeps anyone from using the front panel buttons unless they enter the correct password, but it does not lock the remote control buttons.



1 Press MENU and select **Locks**.

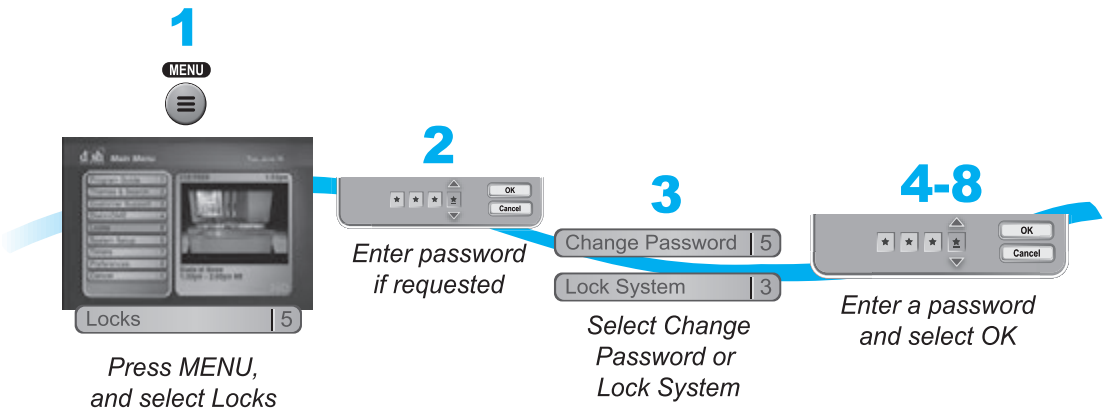
2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Front Panel Lock** to lock or unlock the front panel.

4 Select **Yes**. Make sure the receiver is locked as described on page 41.

Creating or Changing a Password

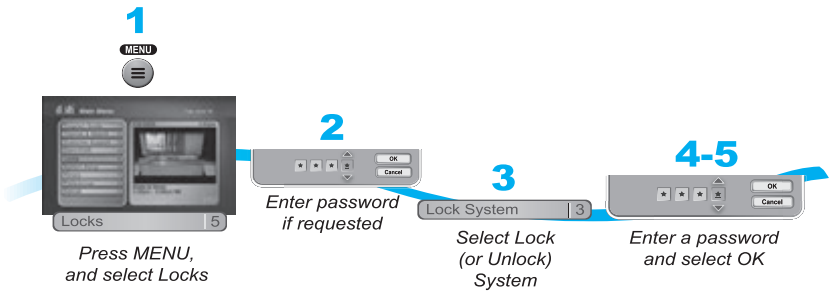
The first thing to do before using the receiver locks is set up your password.



1. Press MENU and select **Locks**.
2. If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
3. To change your password, select **Change Password**. To create a new password, select **Lock System**.
4. If requested, enter the current password using the NUMBER PAD. Select **OK**.
5. Press SELECT.
6. Enter the new password using the NUMBER PAD. Select **OK**.
7. Enter the new password again for confirmation, using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
8. Memorize the new password. From now on, you must enter this password to lock or unlock the receiver. If you forget your password, you will need to call our Customer Service Center.

Locking and Unlocking Your Receiver

You must lock the receiver for any receiver locks you set to take effect. To lock the receiver, you must first create a password (see *Creating or Changing a Password* in the previous section). Be sure to refer to this section whenever you set any lock on your receiver.



1 Press MENU and select **Locks**.

2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

3 Select **Lock System** or **Unlock System**. If you are locking the receiver, the receiver displays a message prompting you to enter a password.

4 Enter a password, using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.

5 Confirm the password by re-entering it. Select **OK**. All the locks you have set are now in effect.



TIPS

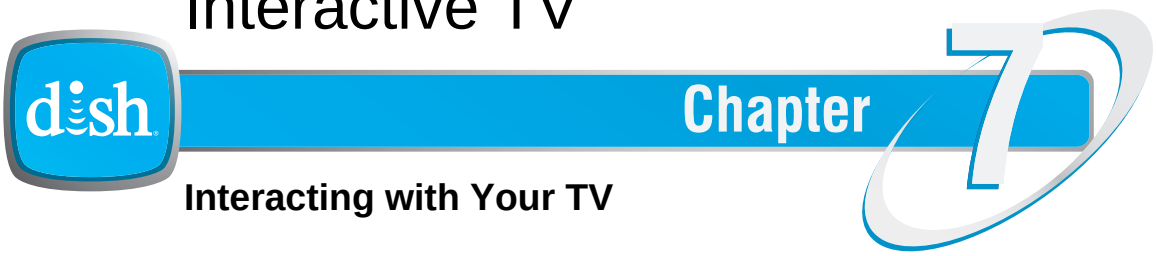
- If the receiver displays a message prompting you to enter a password, the receiver is locked.
- When you lock a rating, you also lock all other more restrictive ratings. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.



QUESTIONS

- **Why didn't a lock I set take effect?** You have to lock the receiver for any lock you set to take effect.
- **What do I do if I forget my password?** If you forget your password, you will need to call our Customer Service Center at 1-800-333-DISH (3474).

Interactive TV



Interacting with Your TV

What you'll find in this chapter:

- DISHHOME INTERACTIVE TV
- CUSTOMER SUPPORT

DISHHOME INTERACTIVE TV

Press DISH on the remote control to go to Dish**HOME** Interactive TV features available with your service. Watch video from popular news, entertainment, and sports networks all on one screen. You can also select an icon from the bottom of the screen for customer support, news, shopping sports, games, and entertainment.



CUSTOMER SUPPORT

An important feature of your satellite TV receiver is Customer Support. This menu provides convenient access to your DISH account to review your statement, pay your bill, upgrade programming, and more. Make sure you connect an active phone line or a broadband connection through the Ethernet port to use the Customer Support Features.

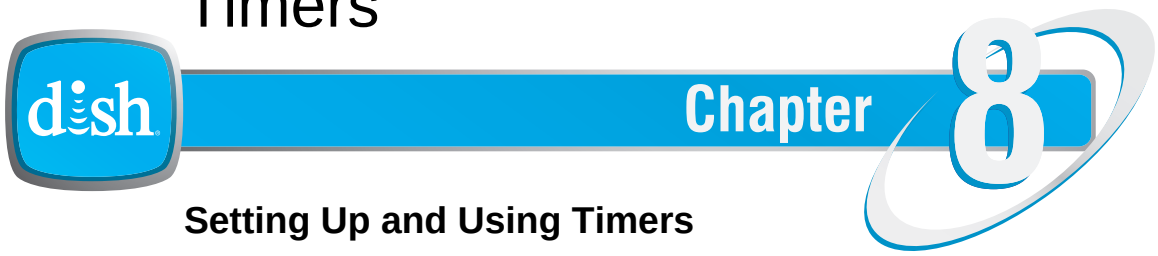
Press MENU and then select **Customer Support**.



TIPS

- Whenever you want to exit an interactive feature and return to watching programming, press VIEW LIVE TV and you'll be taken to the last channel you were watching.
- You can also get to Customer Support from Dish**HOME**.

Timers



Setting Up and Using Timers

What you'll find in this chapter:

- TIMERS
- USING THE TIMERS LIST
- SETTING UP AN AUTOMATIC TIMER
- SETTING UP A MANUAL TIMER
- DELETING A TIMER
- OVERLAPPING TIMERS
- ENABLING RECORD LINK

TIMERS

A timer is your instruction telling the receiver the programs you want to view in the future. For most ERD (External Recording Device) or VCR timers, you select a specific program on a specific channel, and tell the receiver how often you want to record that program. Be sure to set up the receiver to control your VCR. If you have an external hard drive connected to the receiver, you have a 9 day Electronic Program Guide and Event Based Recording. For more information on connecting an external hard drive, see page 70.

Timer Types

There are four types of timers:

- **VCR**—records an event on a previously inserted tape for later viewing. Make sure you have your VCR connected and turned on when using this type of timer. Also, be sure to set up the receiver to tell the VCR to start/stop recording.
- **Auto Tune**—automatically changes the channel for live viewing of the event.
- **Reminder**—creates an on-screen reminder when the event is about to air.
- **Ext**—automatically changes the channel for live viewing of the event and sends commands to a compatible external device, such as the PocketDISH, which is connected to your receiver's RCA-type or S-Video outputs. This option is not available unless you enable the feature. See *Enabling Record Link*. This timer type allows you to record to the external device, instead of recording to the receiver's hard drive.

Timer Frequency

Deciding how often you want to watch a program will help you make the best choice:

- **All Episodes—**records each time the selected program airs on that channel.
- **New Episodes—**records current season programs each time they first occur on that channel.
- **Once**—records a program once (good for movies, sporting events, or other one-time programs).
- **Weekly**—records a program once a week, at that time, on that channel.
- **Daily**—records a program once a day, at that time, on that channel.
- **Mon-Fri**—records a program once a day, Monday through Friday, at the selected time, on that channel.

When a Timer Starts

For two minutes before a timer starts a recording, the receiver may display a digital countdown (timer reminder) on the TV screen. This countdown disappears when the program begins. While the countdown is displayed, you can do one of the following options:



- Press CANCEL to clear the symbol from the TV screen. This does not stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. If you do this, you have the following choices:
  - Select **OK** to continue with the timer.
  - Select **Stop** Timer to stop the timer.

Note: Pressing INFO on the timer reminder only works one time. Subsequently pressing INFO results in the current program's information being displayed

Special Considerations When Using Timers

- **For Locked Programs**—you must enter the receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering the password. However, if you do this when the timer operates, the receiver may display only an error or password entry menu.
- **For Pay-Per-View Programs**—you must order a Pay-Per-View program when you create a timer for it.
- **For Blacked Out Programs**—if you set a timer for a program that is blacked out in your area, when the timer operates the receiver may only display an error.

Reasons Why Timers are Skipped

If a timer is skipped, the reason is stated on the Timers List.

- **Priority**—this timer had a lower priority than other events being recorded at the time.
- **User**—a user chose to skip that timer.
- **Duplicate event**—there is already another timer set to record that program.
- **Event exists in DVR**—the program was already recorded and can be seen in the Daily Schedule list.
- **Not a new episode**—used for New Episode timers. Currently, a New Episode is one that has the current year listed in the Program Guide information.
- **Incorrect event**—for Weekly, Daily and Monday-Friday timers. If the guide has a different event listed the timer will be skipped. For example, the timer was set up on a Saturday for Daily, but the program is broadcast only Monday-Friday, so the timer will be skipped on the weekends.

USING THE TIMERS LIST

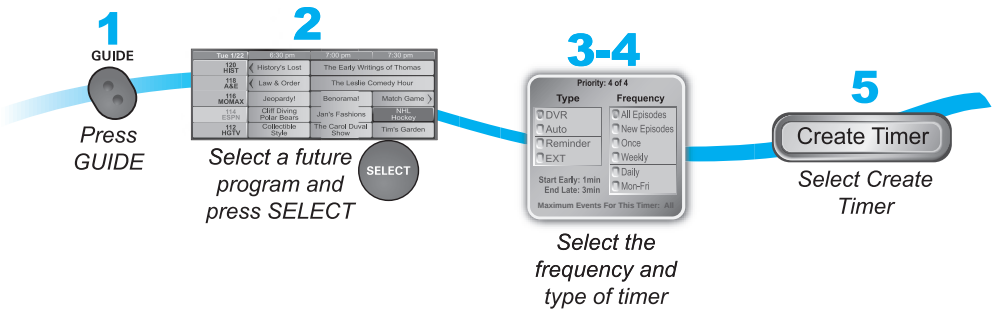
Use the Timers List to:

- View the general list of timers.
- Create a Manual timer.
- Edit a timer.



SETTING UP AN AUTOMATIC TIMER

You can create an automatic timer for a future event. The following instructions explain the simplest way to set up an automatic timer.



1 Find the future program you want to record using the Program Guide or Browse Banner. The program can be a satellite or over-the-air program.

Note: You may not be able to create automatic timers on all over-the-air channels.

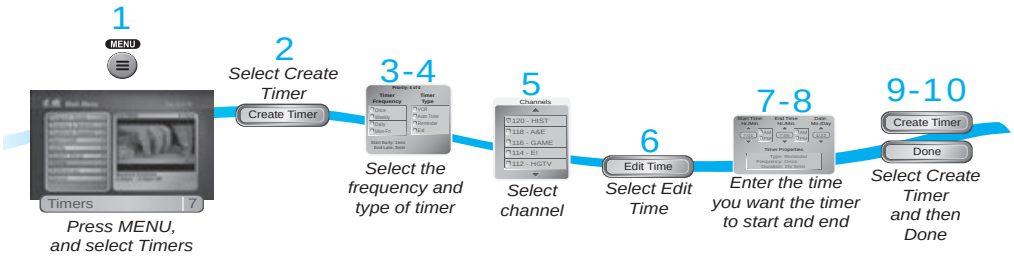
2 Select the future event. The Create Timer screen displays.

3 Select the Timer Frequency.

4 Select a Timer Type.

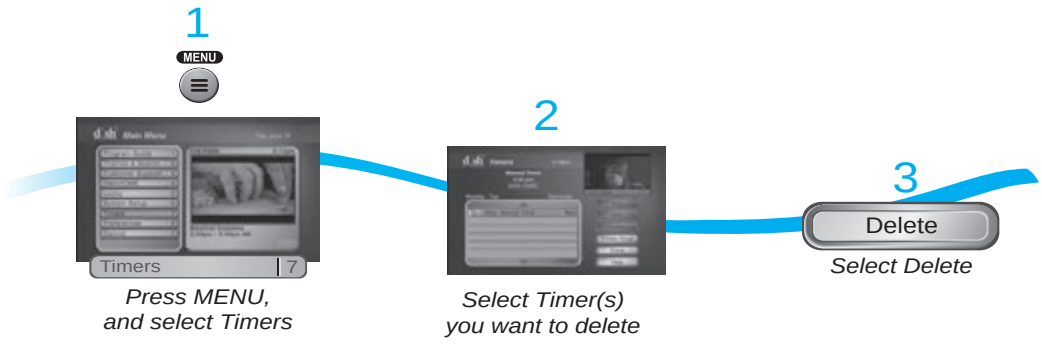
5 Select Create Timer to finish making the new timer.

Setting Up a Manual Timer



1. Press MENU and select **Timers**.
2. Select **Create Timer**.
3. Select the **Timer Frequency**.
4. Select a **Timer Type**.
5. Select the channel (satellite or over-the-air), using the remote control ARROWS or NUMBER PAD to find the channel.
6. Select **Edit Time**.
7. Set the **Start Time** and **End Time**, being sure to specify AM or PM.
8. Set the **Date**.
9. Select **Create Timer**.
10. Select **Done**.

Deleting a Timer



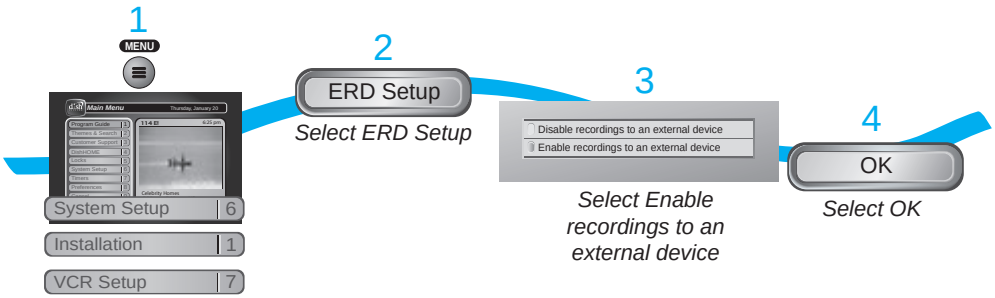
1. Press MENU and then select **Timers**.
2. Select the timers to delete.
3. Select **Delete**. The timers are deleted.

OVERLAPPING TIMERS

If you try to create event timers for overlapping programs, the receiver displays a screen with the dates and times of both programs. The receiver also displays this screen if a program time has changed, causing one timer to overlap another. You must delete or edit one of the timers.

ENABLING RECORD LINK

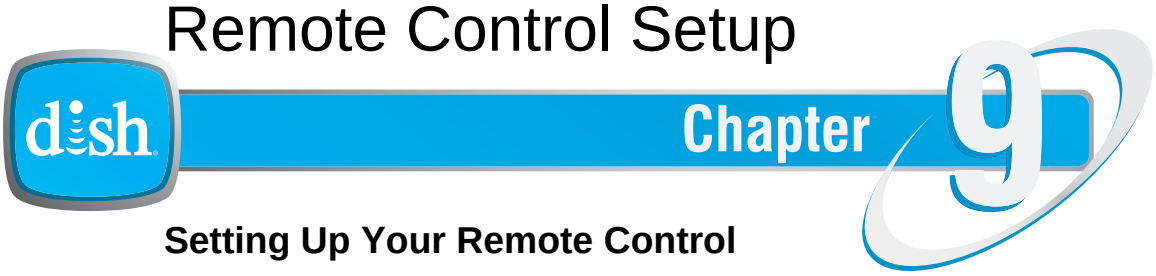
Your receiver has a timer feature called Record Link. This feature sends data (audio, video, and other commands) to an external device that you can connect to the receiver's RCA-type or S-video outputs. This timer type allows the receiver to tell the external device to start and stop recording, allowing the program to be stored on an external device. To enable Record Link:



TIPS

- It's very important to leave the receiver enabled to receive updates. By doing this, the receiver can have the latest software and Program Guide information. Make sure the Updates feature is enabled.
- If your VCR does not respond to the receiver's commands, see if you accidentally left the protective film on the receiver's front panel.

Remote Control Setup



Setting Up Your Remote Control

What you'll find in this chapter:

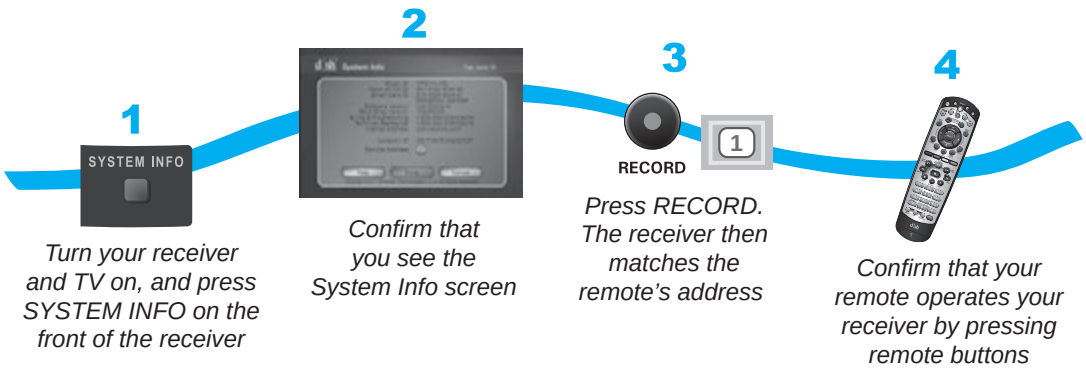
- IMPROVING RECEIVER CONTROL
- OPERATING OTHER DEVICES
- THE RECOVER BUTTON
- SENDING DISCRETE POWER ON AND OFF

IMPROVING RECEIVER CONTROL

These instructions help you improve your remote control settings to best operate your dish antenna.

Making the Remote Work with the Receiver

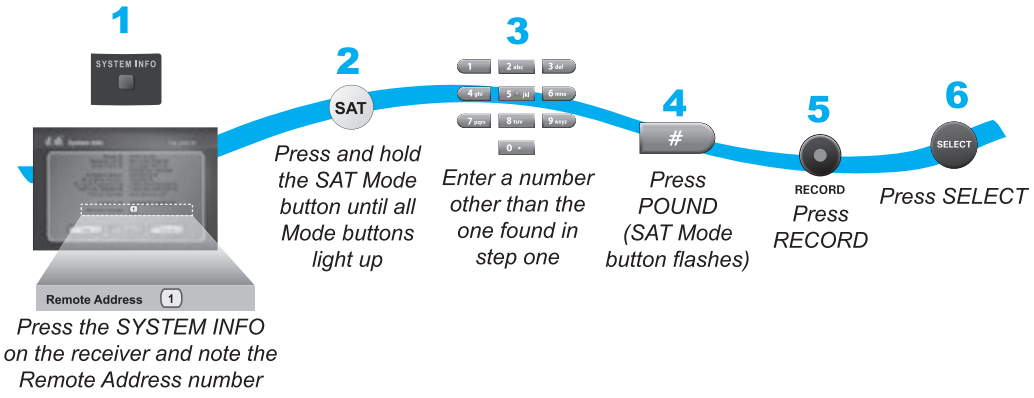
These instructions configure your remote.



1. Turn your receiver and TV on, and press SYSTEM INFO on the front of the receiver.
2. Confirm that you see the System Info screen.
3. Press RECORD on your remote. The receiver then matches the remote's address.
4. Confirm that your remote operates your receiver by pressing remote buttons. If this is not working, go back to step 3.

Changing the Remote Control Address

Because UHF signals travel long distances and go through walls, a neighbor's remote may control your receiver by mistake. To prevent this, you can change the remote address.



1 Press SYSTEM INFO on the receiver's front panel. The System Info screen displays on the TV and shows the Remote Address.
Write down the Remote Address: _____

2 Press and hold SAT on your remote control for about three seconds, until all of the Mode buttons light up, and then release SAT.

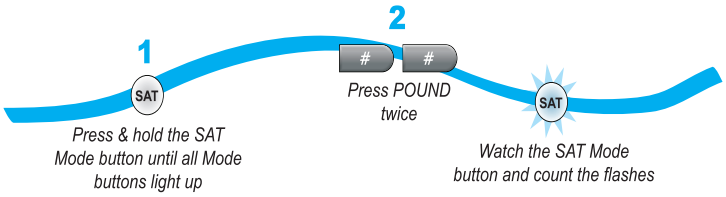
3 Use the NUMBER PAD to enter any number between 1 and 16, but not the one you wrote in step 1.

4 Press POUND (#). If you entered the address correctly, SAT flashes three times.
Write down the number you entered: _____

5 Press RECORD. Make sure the Remote Address you see on the System Info screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.

6 Press SELECT to close the System Info screen.

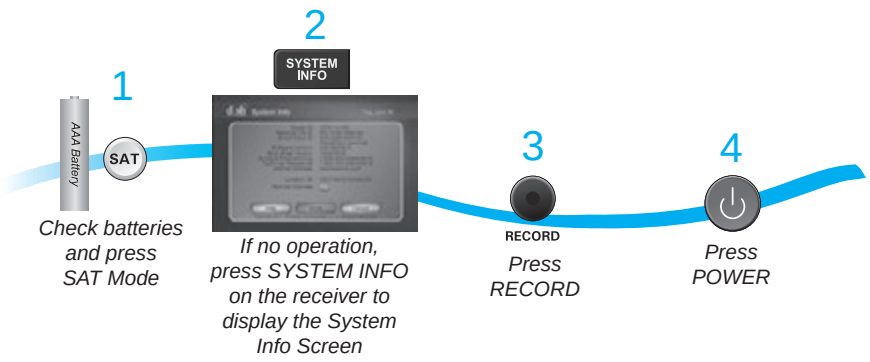
Checking the Remote Control Address



1 Press and hold SAT for three seconds, until all of the Mode buttons light up, and then release SAT.

2 Press POUND (#) twice. The SAT mode button flashes the same number of times as the address number (for example, three flashes means address 3).

Confirming Remote Control Operation



1. Make sure the remote has fresh batteries and is in SAT mode.
2. Press SYSTEM INFO on the receiver front panel to display the system information screen.
3. Press RECORD on the remote control:
   - The Remote Address in the System Info screen changes to match the address preset in your remote control.
4. Press POWER on the remote control to turn on/off receiver.

OPERATING OTHER DEVICES

To use the remote control to operate other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH antenna), you must first program it to operate these other devices. You can do this by either following the instructions in *Programming Using Device Code Tables* or the *Programming Using Device Codes Scan* procedure.

Remote Control Modes

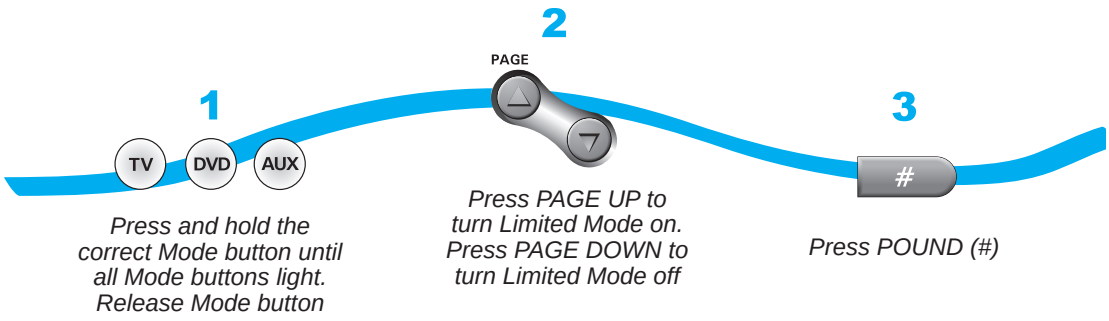
Use the remote control's mode buttons, SAT (satellite receiver or dish antenna), TV (for a TV), DVD (for a VCR or a DVD player), and AUX ("auxiliary," for a second TV, a VCR or DVD, a tuner, an audio amplifier, or a second DISH antenna) to set the remote to the correct mode for the device. To change the mode, press the button for the device you want the remote to operate. The mode button lights for two seconds to show you have set the remote to that mode.

Limited Mode

You can program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR and causing a snowy or blue screen. When the remote control is in Limited Mode for TV mode, you will only be able to use POWER, MUTE, and VOLUME functions for your TV. When the remote control is in Limited Mode for VCR mode, you will only be able to use POWER and the VCR functions for your VCR.

Note: Limited Mode is not used with amplifiers.

Turning Limited Mode On and Off



1 Press and hold the correct mode button (for example, TV) until all of the mode buttons light. Release the mode button.

2 Press:

- PAGE UP to turn Limited Mode on.
- PAGE DOWN to turn Limited Mode off.

3 Press POUND (#).

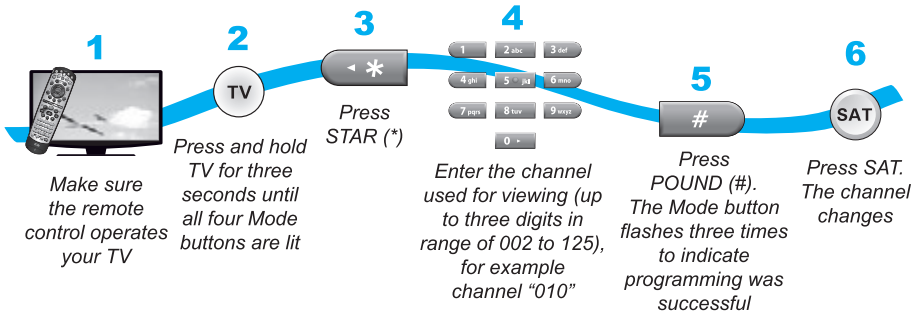
SAT Auto-Tune

The SAT Auto-Tune feature, which is enabled by default, sends the correct TV channel for viewing satellite TV when you select the SAT mode button on the remote control.

SAT Auto-Tune can only send a channel to the TV, not an input. Because of this, SAT Auto-Tune is most useful for TV2. If used for TV1, channel 3 or 4 should be programmed using the steps under *Setting SAT Auto-Tune Channel.* The TV channel programmed for SAT Auto-Tune is also the channel that will be sent to the TV if the RECOVER button is used. The steps in *Setting SAT Auto-Tune Channel* can also be used in VCR mode to program the channel sent to a VCR during the Recover process.

For SAT Auto-Tune to function correctly, the correct channel for the installation must be programmed into the remote using the steps under *Setting SAT Auto-Tune Channel*.

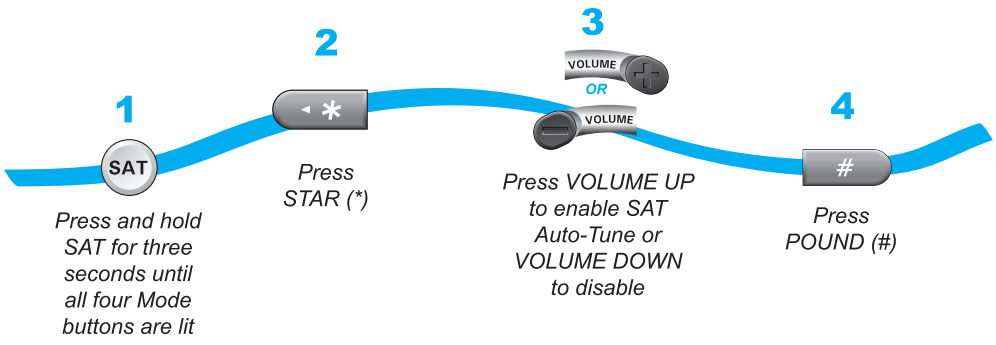
Setting SAT Auto-Tune Channel



1. Make sure the remote control operates your TV.
2. Press and hold TV for three seconds until all four Mode buttons are lit.
3. Press STAR (*).
4. Enter the channel used for viewing (up to three digits in range of 002 to 125), for example channel “010.”
5. Press POUND (#). The Mode button flashes three times to indicate programming was successful.
6. Press SAT. The channel changes.

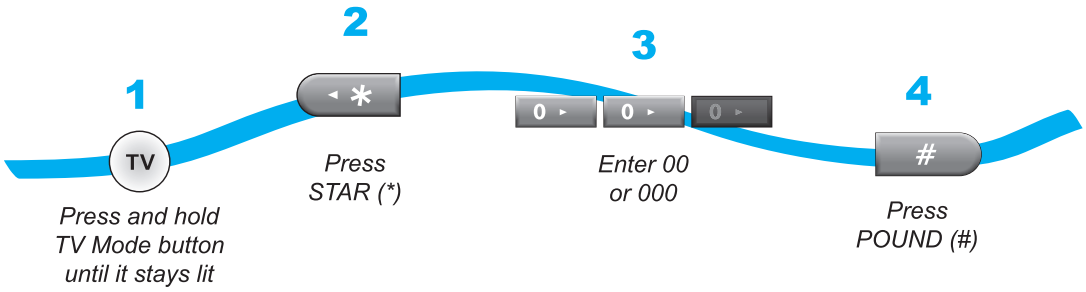
Enabling and Disabling SAT Auto-Tune

Note: SAT Auto-Tune is enabled by default; however, the channel must be set (see *Setting SAT Auto-Tune Channel*).



1. Press and hold SAT for three seconds until all four Mode buttons are lit.
2. Press STAR (*).
3. Press VOLUME UP to enable SAT Auto-Tune or VOLUME DOWN to disable.
4. Press POUND (#).

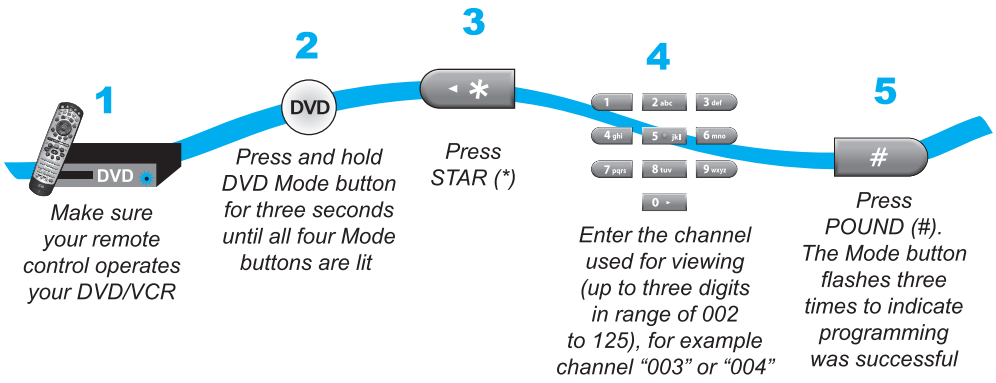
Removing SAT Auto-Tune Channel



1. Press and hold TV until it stays lit.
2. Press STAR (*).
3. Enter 00 or 000.
4. Press POUND (#).

Setting Auto-Tune for DVD/VCR

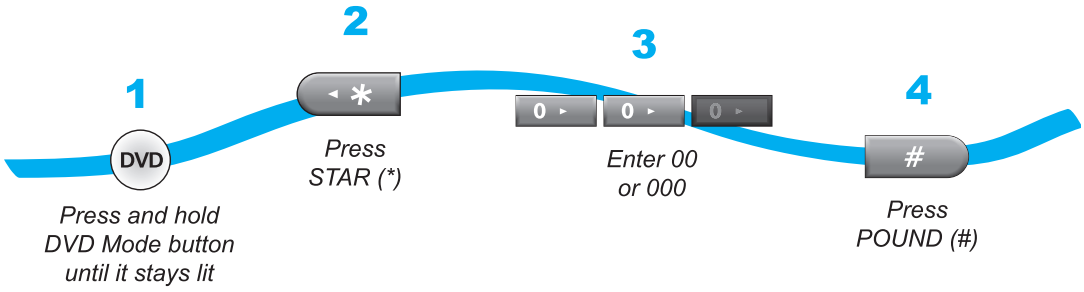
You can set Auto-Tune for your DVD/VCR. Auto-Tune allows you to return to the channel for your DVD/VCR output when you accidentally change the channel or video input.



1. Make sure the remote control operates your DVD/VCR.
2. Press and hold DVD for three seconds until all four Mode buttons are lit.
3. Press STAR (*).
4. Enter the channel used for viewing (up to three digits in range of 002 to 125), for example channel “003” or “004.”
5. Press POUND (#). The Mode button flashes three times to indicate programming was successful.

Removing Auto-Tune for DVD/VCR

If you want to remove Auto-Tune for your DVD/VCR, follow these steps.



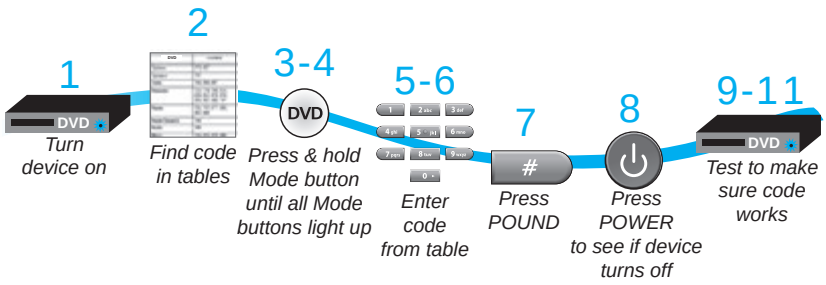
1. Press and hold DVD until it stays lit.
2. Press STAR (*).
3. Enter 00 or 000.
4. Press POUND (#).

Combination Devices

If you are programming the remote to operate a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748, follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same code.

Programming Using Device Code Tables

Program the remote to control other devices using device codes.



1. Turn the device on, using the device's front panel buttons or its remote control.
2. Using the insert of device names and codes that came with the remote control, find the brand name of the device. If the brand is not listed, see *Programing using Device Codes Scan*.
3. Press and hold the Mode button until all the other mode buttons light up, and then release the button. The Mode button flashes. For example, hold TV for a TV until all of the other mode buttons light. When you release it, TV flashes.
4. For AUX only. Press 0 for a second TV, 1 for a second DVD and/or VCR, 2 for a tuner or amplifier, or audio receiver. If you are not programming in AUX mode, skip to step 5.
5. Enter one of the three-digit device codes for your brand from the table using the number buttons. The three-digit device code should be for the brand name of your device that you found in step 2.
6. If you want to program Limited Mode, press 1. If not, skep to step 7. See Limited Mode for more information.
7. Press POUND (#). The Mode button flashes three times.
8. Press POWER to turn off the device. If the device does not turn off, go to step 10. If the code works, the device turns off.

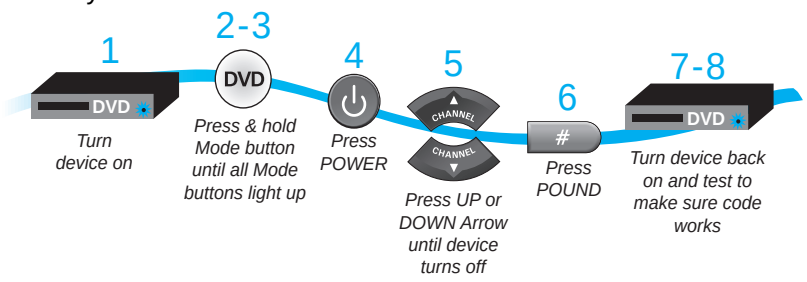
9 Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here. Sometimes POWER works when other buttons do not. If in Limited Mode, try VOLUME or MUTE.

10 If the code does not work, repeats steps 3 through 9 with the next device code from the insert. Try every code listed for your brand until one works for your device.

11 If you are unable to find a code that works, try *Programming Using Device Codes Scan*.

Programming Using Device Codes Scan

If the code for your device is not listed in the insert, use this procedure to scan the remote control's memory for the device code.



1 Turn the device on, using the device's front panel buttons or its remote control.

2 Press and hold the mode button until all the other mode buttons light up, and then release the button. The mode button flashes. For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV flashes.

3 For AUX Mode only. Press 0 for a second TV, 1 for a second DVD and/or VCR, or 2 for a tuner, amplifier, or audio receiver. Press STAR(*). This step programs the type of device that you want to program in AUX mode. If you are not programming in AUX mode, skip to step 4.

4 Press POWER. Your remote is now in scan mode.

5 Press the UP or DOWN ARROW repeatedly until the device turns off. As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off the device. When the device turns off, you have found a code that might work.
Note: The mode button for the device flashes rapidly eight times when you have scanned all the codes for that device.

6 Press POUND (#). The mode button flases three times if the code was entered correctly. This stores the code you found.

7 Turn the device back on and try some other buttons to make sure they work. Sometimese POWER works when other buttons do not. If using Limited Mode, try VOLUME or MUTE.

8 If necessary, repeat this procedure until you have tried all the codes. You may need to repeat the scan to find the best code for your device.

Learning From Another Device's Remote

Use this procedure if you are unable to find a code that allows your DISH remote to control your device of if some of the commands are not functioning as you expect after programming your DISH remote to control your device (in TV, DVD, or AUX modes). Use this procedure to have your DISH remote learn the commands of the other device's remote control.

The remote control can learn commands in one of two ways:

- You can follow the instructions for using device codes to program a specific mode, and then learn commands that add new or overwrite existing functions of the remote control's buttons in this mode. For this type of learning, any button without a learned command keeps the previous command (if any) for that device code. To progrm a specific mode, use the instructions for *Programming Using Device Code Tables* on page 59 or *Programming Using Device Code Scan* on page 60.

or

- Each button on this remote learns a command from the device's original remote control. For this type of learning, any button without a learned command keeps the previous command (if any) for that device code.

Learning can occur only in TV, DVD, or AUX modes. The Mode buttons (SAT, TV, DVD, and AUX) cannot learn a command. For each Mode button, the POWER button can be learned to turn the devices associated with that Mode on and off.

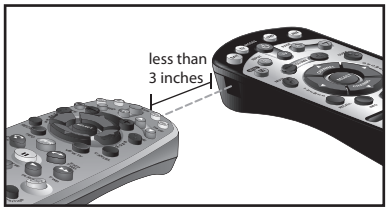


Note: The TV POWER button turns the TV on and off in all Modes. It cannot be learned.

Note: The remote times out if a button is not pressed within 20 seconds. If the remote times out, then start the learning process over again.

To have the DISH remote control learn specific commends for another dvice, complete the following steps.

1. Ensure the DISH remote control is working with the receiver (see *Making the Remote Work with the Receiver* on page 52).
2. Place both the DISH remote and the original device's remote control on a flat, stable surface. Point the front of the original device's remote to face the small square (IR window) on the front, left-hand side of the DISH remote, as shown below. The remotes should be no more than 3" apart.



3 On the DISH remote, press and hold the Mode button you want to use for the device until all the Mode buttons light up (approximately three seconds), and then release it. The selected Mode button flashes continuously.

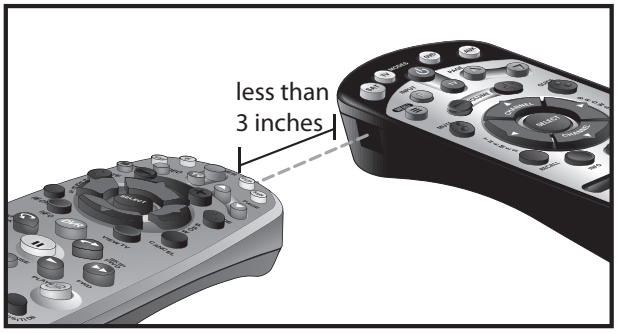
4 To start learning commands for this mode, select one of the following choices:

- If you have found a code for the device and programmed it into the remote, ***press and release*** RECALL (the Mode light goes off when RECALL is pressed and comes on when released), then ***hold*** the RECORD button until the Mode button is lit again (about three seconds). The Mode button remains lit while learning.
- If the device code has not been programmed for that device or if you are unable to find a code, ***press and hold*** the RECORD button until the Mode button is lit (about three seconds). The Mode button remains lit while learning.

5 On the DISH remote, ***press and release*** the button you want the DISH remote to learn from the original device's remote. The Mode light goes off and comes back on.

6 On the original device's remote control, ***press and hold*** the button you want learned until the Mode light goes out and comes back on. You may need to press and hold the button on the original remote several times before the DISH remote learns the command.

- If the DISH remote learns the command, the Mode light flashes off and then back on.
- If the Mode light flashes three times and remains lit, the DISH remote did not learn the command.



7 After a button has learned a command successfully, repeat step 5 and step 6 until all commands you want have been learned.

8 ***Press and release*** one of the Mode buttons on the DISH remote to end the learning sequence. This saves all the commands for that mode and exits learning to return to normal remote control operation.

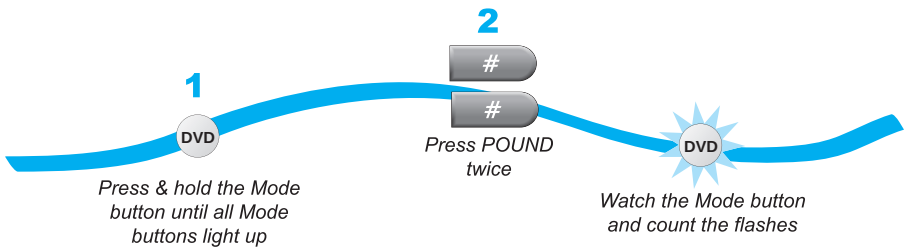
To cancel learning, do not press any buttons on either remote control for at least 20 seconds. The DISH remote control times out and returns to normal operation.

Note: If the remote control batteries are too low for learning, all the Mode buttons blink quickly eight times. Learning ends without saving learned commands, and the remote returns to normal operation. Change the batteries and begin learning again.

Note: No learned commands are saved if the DISH remote control times out before completion.

Checking the Device Codes

You can find out what device code you've set for each remote control mode (TV, DVD, and AUX).



1. Press and hold the appropriate mode button until all the other mode buttons light up, and then release the button. The Mode button flashes. For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV flashes.
2. Press POUND (#) twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero. For example, if the code is 570, the Mode button flashes five times, pauses, flashes several tiems, pauses, and flashes once quickly.

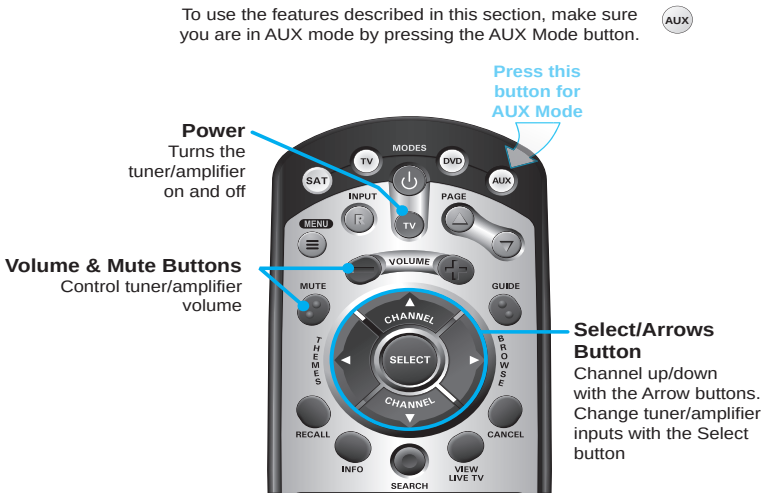
   For AUX mode: The first group of flashes tells you what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a DVD and/or VCR; and two flashes for for a tuner, amplifier, or audio receiver.

   For a satellite receiver programmed in AUX mode: The AUX mode button flashes the same number of times as the address number.

   For Limited Mode: If you have programmed a TV or DVR/VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.

Controlling a Tuner or Amplifier

Use the following remote control buttons to control a tuner, amplifier, or audio receiver. When the remote control is set up, press the AUX mode button to set the remote to AUX mode. The AUX mode button stays lit for two seconds to show you've set the remote to AUX mode. Make sure to keep the remote in AUX mode to use the following buttons.

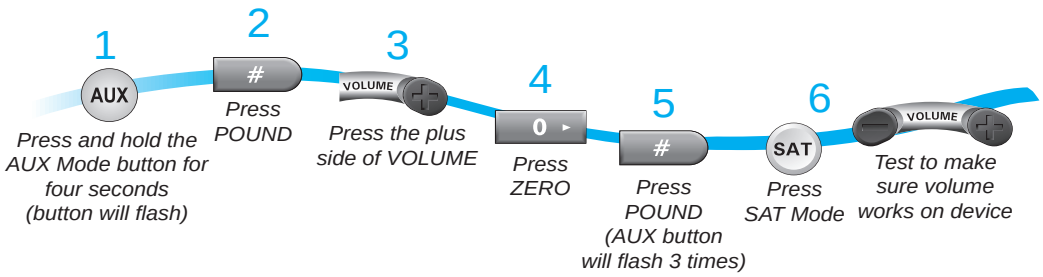


Switching Between TV and Tuner/Amplifier Volume Control

When the remote control is setup to operate your TV, the VOLUME and MUTE buttons will adjust your TV volume. To use the remote to adjust the volume of a remote-controllable audio receiver or amplifier instead of adjusting the TV's volume, use the steps *To Use a Tuner or Amplifier's Volume Control*, below. To switch back to control the TV's volume, use the steps *To Use the TV's Volume Control*.

To Use a Tuner or Amplifier's Volume Control

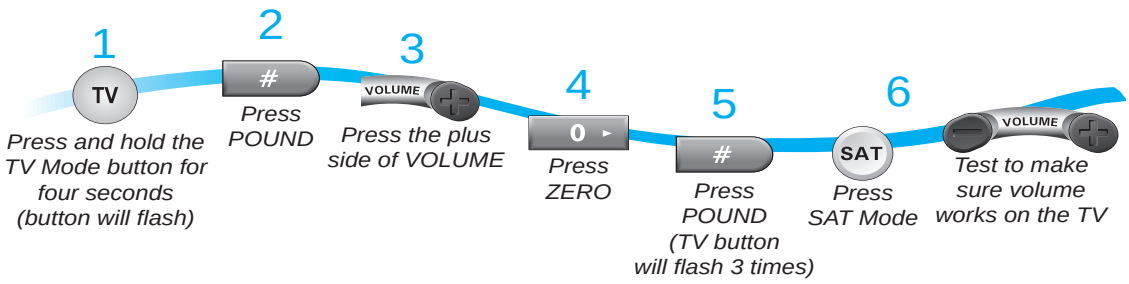
Note: You must first program the tuner or amplifier into the AUX mode of the remote control to use these steps.



1. Press and hold the AUX button until all the mode buttons are lit, then let it go.
2. Press the POUND (#) button.
3. Press the PLUS side of the VOLUME button.
4. Press 0.
5. Press POUND (#). The AUX button flashes three times.

To confirm the VOLUME buttons are operating the tuner/amplifier's volume control, press SAT and then try adjusting the volume. Your tuner/amplifier's volume should change rather than your TV's volume.

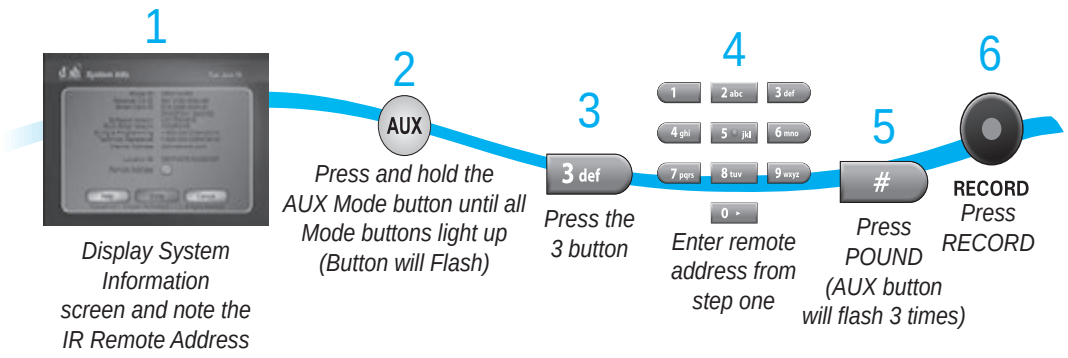
To Use the TV's Volume Control



1. Press and hold the TV button until all the mode buttons are lit, then let it go.
2. Press the POUND (#) button.
3. Press the PLUS side of the VOLUME button.
4. Press 0.
5. Press POUND (#). The TV button flashes three times.
   To confirm the VOLUME buttons are operating the TV's volume control, press SAT and then try adjusting the volume. The TV's volume should change.

Programming to Control a Second Dish Antenna

If you have a second DISH antenna installed, you can use this remote in AUX mode to operate your other receiver in addition to operating the first receiver. When you program the remote to operate the other receiver, the remote sends out IR signals to the receiver so the line of sight to the second dish antenna must be unobstructed. You can program the remote control to operate any other DISH antenna, except where UHF is used, such as TV2 on DISH antennas.



1. Turn on the other receiver and display the System Info screen as described in that user's guide.

   Write down the remote control address: _____

2. Press and hold AUX until all the other mode buttons light up, and then let go of the button. AUX flashes.
3. Press the 3 button.
4. Use the NUMBER PAD to enter the address you wrote in step 1.
5. Press POUND (#). AUX blinks three times.
6. Press RECORD to ensure the address in the remote matches the address on the receiver.

THE RECOVER BUTTON

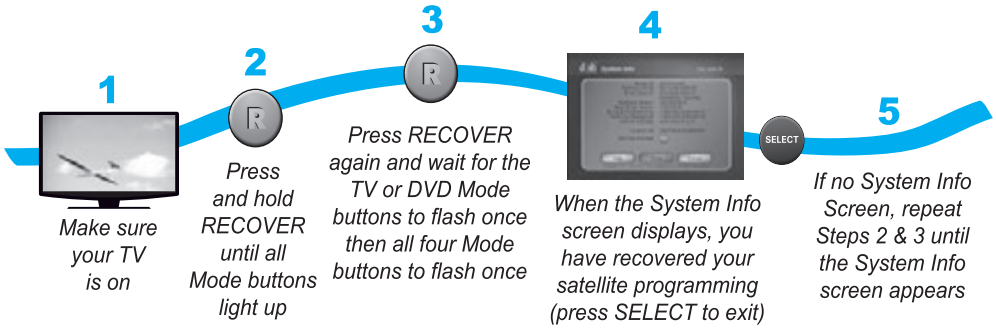
Use RECOVER if you accidentally change the TV channel or video input and have a snowy, blue, or black screen on your TV. When you press RECOVER as described below, the remote control sends commands to your TV to change channels or video inputs to get back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (see *Troubleshooting Tables* on page 98 for information on solving problems).

Note: The remote control must be programmed to operate the TV (and VCR, if applicable) for RECOVER to work as described. RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of RECOVER. You may need to press RECOVER multiple times to recover your satellite TV video.

Using the Recover Button

To use RECOVER, the remote control must be programmed to operate the TV and, if installed, the VCR.

Note: Press any remote control button other than RECOVER to end this procedure.

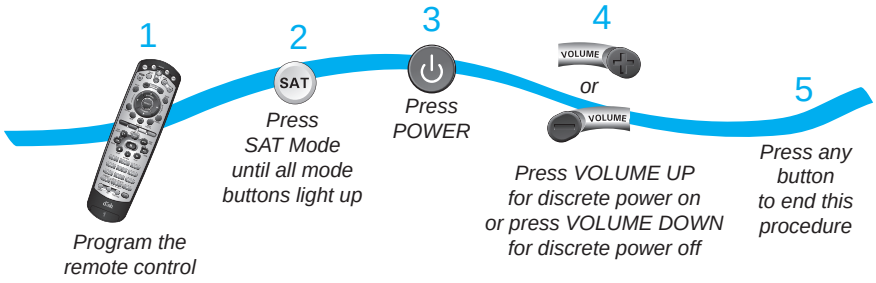


1. Turn on your TV if it isn't already on.
2. Press and hold the RECOVER button until all the Mode buttons light up.
3. Press the RECOVER button again and wait for the TV or DVD mode buttons to flash once then all four Mode buttons flash once.
4. When the System Info screen displays, your satellite programming is recovered. Press SELECT to exit this screen.

   If the System Info screen doesn't display, repeat Steps 2 and 3 until the System Info screen appears.

SENDING DISCRETE POWER ON AND OFF

Discrete power ON and power OFF IR commands are used when programming macro commands into universal remotes. Using an ON-only or OFF-only command is more effective than a toggle ON/OFF command when trying to make sure the dish antenna is reliably in one state or the other. To send a discrete power ON or OFF command, use the following steps:



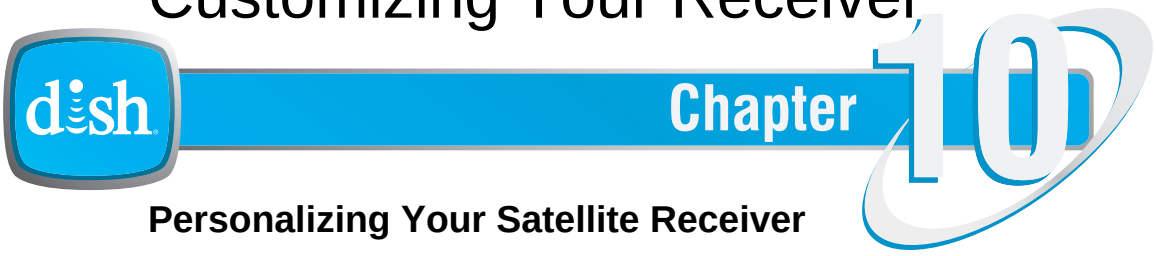
1. Program the remote control to control all the devices that you would like to control.
2. Press SAT until all the Mode buttons light up.
3. Press POWER.
4. Press VOLUME UP for discrete power on. Press VOLUME DOWN for discrete power off.
5. Press any button to end this procedure.



QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
  - Put the remote control is in the correct mode.
  - Check the batteries.
  - Check the remote control address.
  - Check or adjust the UHF antenna.
- **Why does my receiver change channels or display menus at random?** Your neighbor may have their remote control set on the same address. Change the address on your remote control and receiver. If that doesn't help, you may have to install a UHF attenuator.

Customizing Your Receiver



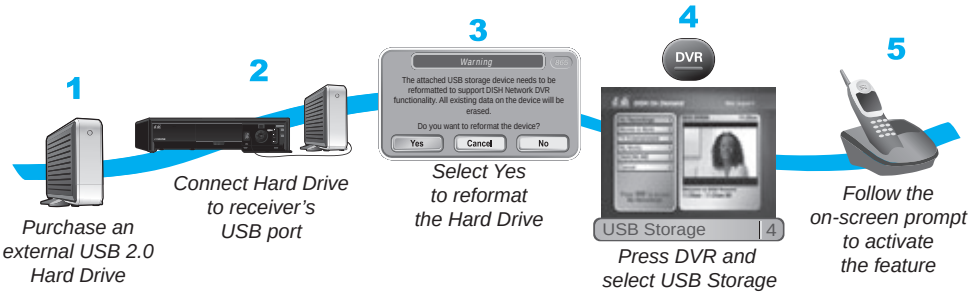
Personalizing Your Satellite Receiver

What you'll find in this chapter:

- Using an External Hard Drive
- Using Caller ID
- Customizing the Guide and Channel Lists
- Changing Languages
- Using Closed Captioning
- Setting Up Audio Output
- Resetting to Factory Defaults
- Scheduling Receiver Updates
- Inactivity Standby

USING AN EXTERNAL HARD DRIVE

You can expand the storage capacity of your receiver by connecting a compatible USB 2.0 hard disk drive. Connecting an external hard drive to your receiver allows you to record and archive programs.



Choosing a compatible external hard drive:

- The hard drive must have a USB 2.0 connection.
- The capacity of the hard drive should be between 40GB and 750GB.
- Using a hard drive with an external power supply is recommended. External hard drives powered by the USB cable may not function properly with your receiver.
- Do-it-yourself kits and expandable racks may not be compatible.
- Only hard drives that are single-disk units are supported.
- Dedicate the hard drive for use only with the receiver; do not use the drive for other purposes, such as storing computer files.

To use the external hard drive feature:

1. Purchase a USB 2.0 hard-disk drive from a local consumer electronics store.
2. Connect the drive to one of the receiver's two USB ports, making sure to follow any instructions that came with the hard drive.
   Note: Currently, the receiver supports having one USB device connected at a time. If you have a second USB device such as a camera or portable media player connected to the receiver, disconnect it before connecting the external hard drive.
3. If the hard drive is compatible, you'll receive a popup confirming the connection and asking if you want to manage its contents. Select **Yes**.
4. Follow the on-screen prompts for activation on your DISH account of the DVR External Hard Disk Drive feature for storage and playback of DVR content.

5 Once the feature has been activated, you'll receive a popup asking if you want to format the drive—formatting is necessary to store your recorded programs on the external hard drive. After selecting **Yes**, anything on the external hard drive is erased, the drive is formatted, and then the receiver reboots. You can use the **Manage Device** option to view and manage programs stored on the external hard drive. Use the **Send to Device** option to transfer programs from your receiver to the external hard drive. Copy protection for certain content may apply. See mydish.com/support/drm for more information.

6 Press DVR and select **USB Storage** to manage the contents of the external hard drive.

Portable Media Players

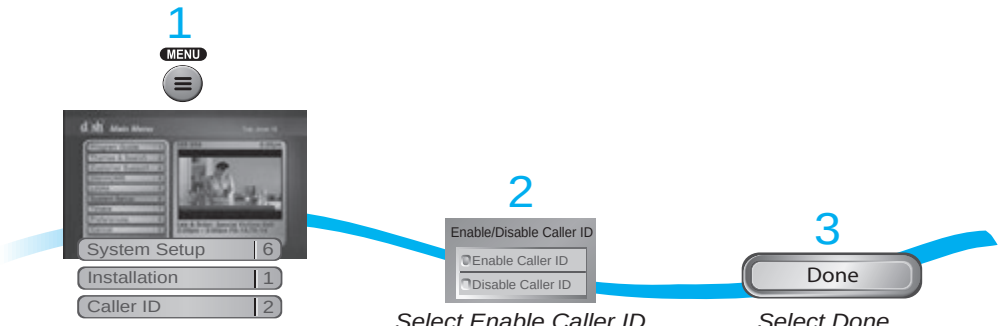
You can take your recorded content on the go with a portable media player from ARCHOS. Visit *www.archos.com* for compatible models and a free DISH plug-in. A one-hour standard-definition program will transfer in only about five minutes! Copy protection for certain content may apply. See mydish.com/support/drm for more information.

USING CALLER ID

If you subscribe to Caller ID from your local phone company and your receiver is connected to a phone line, enabling the Caller ID feature allows the receiver to display the names of people and/or telephone numbers as they call on your TV.

Setting Up Caller ID Display

Use these instructions to enable or disable Caller ID.



Press MENU and select System Setup, then Installation, then Caller ID

Select Enable Caller ID or Disable Caller ID

Select Done

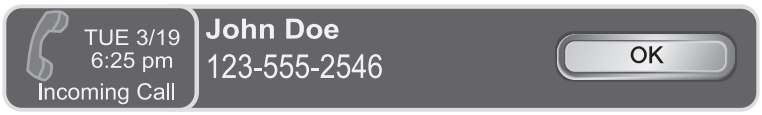
1 Press MENU and select **System Setup**. Select **Installation** and then **Caller ID**.

2 Select **Enable Caller ID** or **Disable Caller ID**.

3 Select **Done**.

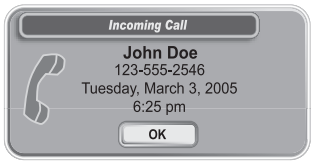
Caller ID Screens

When you receive a call, you will see a Caller ID popup screen.



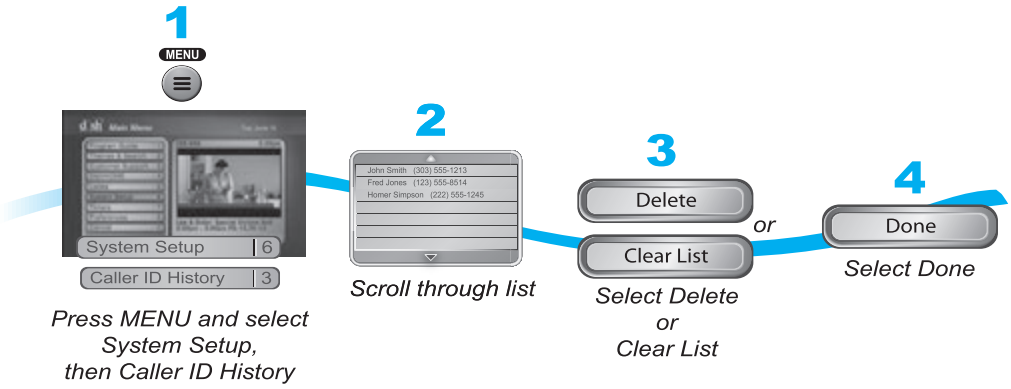
Select **OK** to dismiss the message. If you do nothing, it will disappear after 20 seconds.

If you are using a menu when a call comes in, a different Caller ID screen appears.



Using Caller ID History

Your receiver also stores a history of the incoming calls. Use the following steps to view and delete numbers from your Caller ID History.



1 Press MENU and select **System Setup** and then **Caller ID History**.

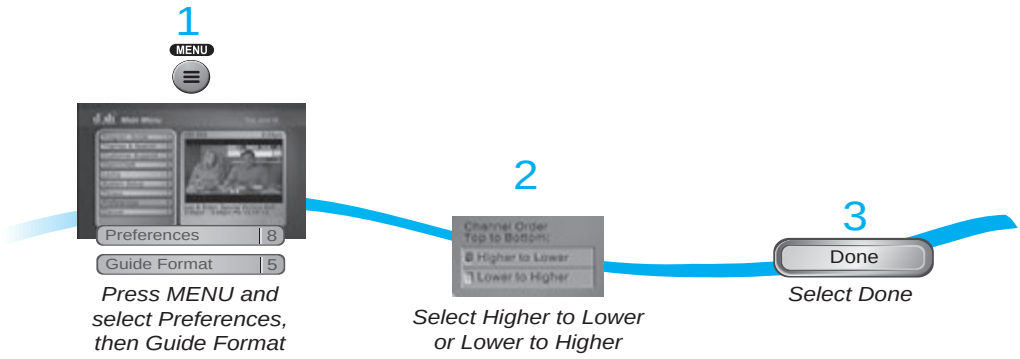
2 Scroll through the list that displays.

3 Select **Delete** to delete selected histories or **Clear List** to delete all histories.

4 Select **Done**.

CUSTOMIZING THE GUIDE AND CHANNEL LISTS

You can set up the on-screen Program Guide to list channels in descending order, with the highest channel number at the bottom of the screen, or in ascending order, with the highest channel number at the top of the screen. The default setting is to list channels in descending order.



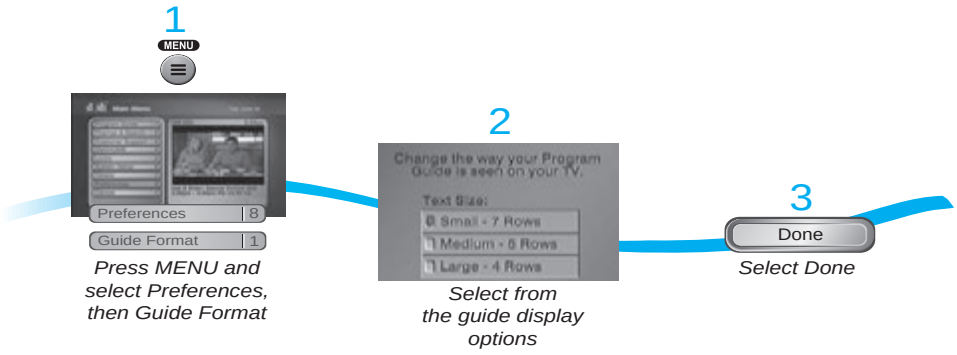
1 Press MENU and select **Preferences**, and then select **Guide Format**.

2 Select **Higher to Lower** or **Lower to Higher** for the Channel Order Top to Bottom.

3 Select **Done**.

Changing the Guide Display

The receiver comes set to display the Program Guide with video in the upper right corner. However, you can change the way the Program Guide displays.



1 Press MENU and select **Preferences** and then select **Guide Format**.

2 Select one of the following Guide Format Options:

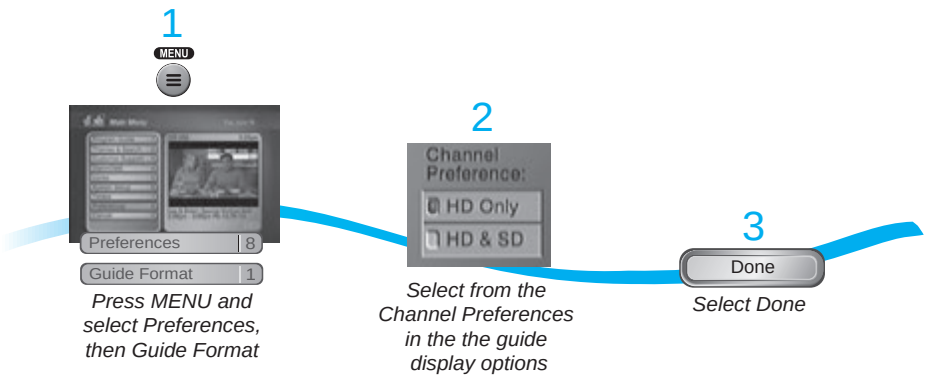
- **Small**. This is the default option. The Program Guide displays video in the upper right corner and seven rows of channels per page.
- **Medium**. Choose this option if you would like larger text on your Program Guide. The Program Guide displays video in the upper right corner and five rows of channels per page.

- **Large**. Choose this option if you would like to see video in the upper right corner and four rows of channels per page.

3 Select **Done**.

Channel Display Preferences

The **Chan Preference** option on the Guide Format menu allows you to customize how your HD and SD channels display in the Program Guide.



1 Press MENU, select **Preferences**, and then **Guide Format**.

2 Choose a preference for channels display in the Program Guide and other channel lists under Guide Format:

Note: Changing the channel display preference may cause timers on those channels to be lost. Review your timers list after making any changes (refer to *Using the Timers List* on page 48).

- **HD Only**—display only HD versions of the local channel below 100 at the local station's channel number. If an HD local channel is not available, the SD channel is listed.
- **HD and SD (default)**—display both HD and SD local channels at the local station's channel number.

3 Select **Done**.

CHANGING LANGUAGES

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, indicate at the beginning whether an alternate language or descriptive audio is available. An alternate language applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver. Descriptive audio—not included on all channels and programs—is a feature for the visually impaired that describes what is happening during a program.



Press MENU and select Preferences, then Alternate Audio

Select preferred language

Select Done

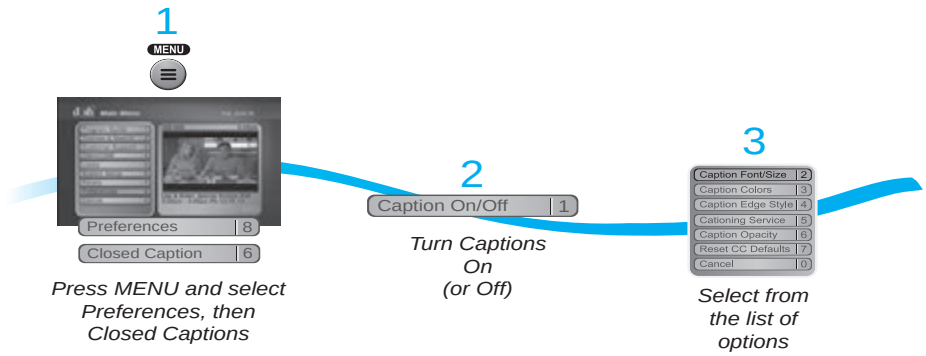
1. Press MENU on your DISH remote control, select **Preferences**, and then select **Alternate Audio**.
2. Select the preferred language.
3. Select **Done**.

USING CLOSED CAPTIONING

The receiver has many options for Closed Captioning (CC), which allow you to change the feature to suit your needs. Also, you can display captions when you play back programs recorded using the receiver's DVR (Digital Video Recorder), even if you didn't have closed captioning turned on when the program was recorded.

Note: Not all programming contains closed captioning information.

To enable or disable closed captions and adjust how they are displayed, use the following steps:

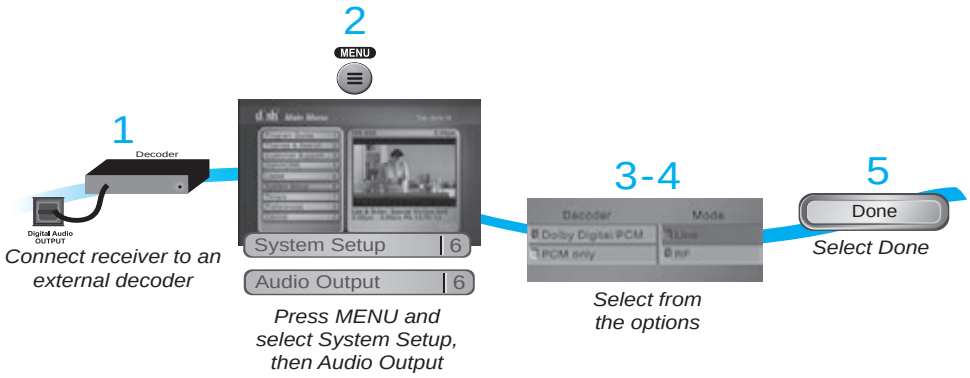


1. Press MENU. Select **Preferences**, then select **Closed Captions**.
2. Select **Captions On/Off**.
3. Select **CC is On** (to turn captions on) or **CC is Off** (to turn captions off), then select **Done**.
4. Choose the display options that match your preferences, then select **Done**.
   - **Caption Font/Size**—select a comfortable font and size.
   - **Caption Colors**—sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy to see.
   - **Caption Edge Style**—sets the edge style of the CC available text.
   - **Captioning Service**—selects the service you want to use.
   - **Caption Opacity—**choose from **Provider**, **Transparent** (see-through), **Translucent** (semi-see-through), **Solid**, and **Flashing**.
   - **Reset CC Defaults**—reset all closed captions settings to the default setting.

Setting Up Audio Output

This receiver uses HDMI or an optical port for outputting digital audio. The HDMI or optical output can provide two audio data types—Dolby® Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound). Dolby Digital gives you the capability to enjoy programs in surround sound. Since decoders are usually built into A/V receivers or other Home Theater equipment, an external decoder is required to enjoy this feature. Refer to your decoder user's guide.

Note: Not all programs contain a Dolby Digital sound track.



1 Connect an external Dolby Digital decoder to the receiver's back panel Digital Audio Output using an HDMI or optical cable (available at consumer electronics stores).

2 Press MENU, select **System Setup**, and then select **Audio Output** (MENU-6-6) to open the Audio Output screen.

3 Select one of the following digital audio output options under Decoder:

- **Dolby Digital/PCM**—select this option only if the stereo system or amplifier can decode both Dolby Digital and Linear PCM signals.
- **PCM Only**—select this option only if the stereo system or amplifier cannot decode Dolby Digital signals.

The audio output is also dependent on what is present in the program you are watching. The table below shows what type of output you will hear:

	Signal Present in Program		
Optical Output Setting	**Dolby Digital**	**PCM**	**Both**
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital
PCM Only	PCM (downmix)	PCM	PCM

Note: When both audio signals are present in the program, the receiver defaults to Dolby Digital output unless you have selected PCM Only. If you have selected Dolby Digital Only but there is only PCM audio in the program, you will hear nothing. This also applies to the analog audio outputs.

- **Line Mode**. When you use this setting, in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder, but voices quieter. This setting is good if you don't mind turning the volume up louder to hear the speaking portions of programs.
- **RF Mode**. When you use this setting, in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter, but voices louder. This setting is good if you need to keep the volume lower.

4 If Volume Leveling is desired, select **Enable** to turn on Volume Leveling. Volume leveling keeps the volume levels consistent between programs and commercials, preventing drastic volume changes while watching television.

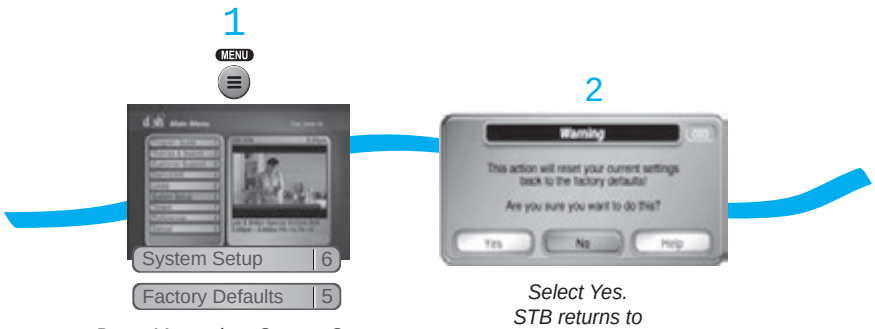
Note: When volume leveling is enabled, only the digitial PCM and RCA analog line outputs are affected.

5 Select **Done**.

RESETTING TO FACTORY DEFAULTS

You can reset the receiver to discard any changes you have made to the receiver, except for remote control address setting and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except the All Chan, All Sub, and All HD lists.

If you have set any locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost. You cannot reset the receiver to default settings to discard a password you have forgotten. No one but a Customer Service Representative can reset the receiver to bypass a receiver lock.



Press Menu, then System Setup and Factory Defaults

Select Yes. STB returns to Factory Defaults.

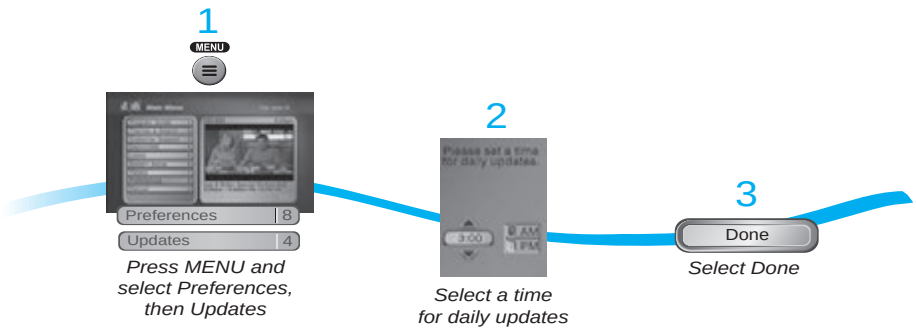
1 Press MENU, select **System Setup**, and then **Factory Defaults**. The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.

2 Select **Yes**.

Scheduling Receiver Updates

The receiver comes scheduled to update the Program Guide at 3:00 am every day. This section describes how to change the Updates settings.

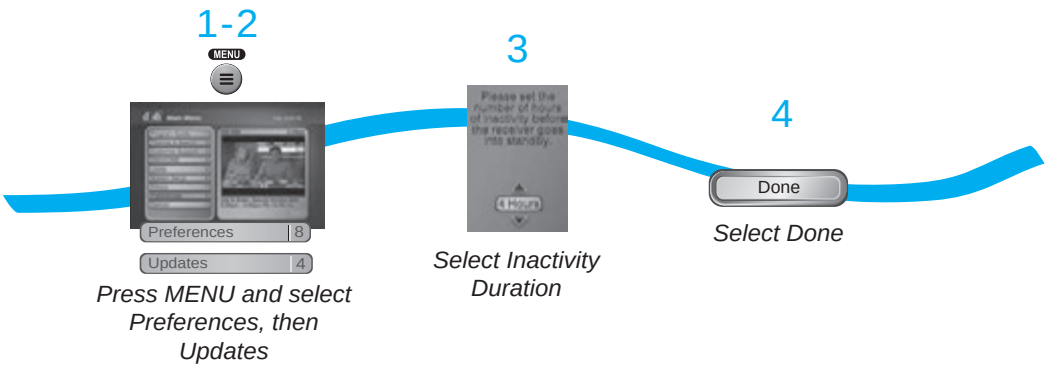
Note: This feature does not interfere with scheduled timers.



1. Press MENU, select **Preferences**, and then select **Updates**.
2. Select the time that you would like the updated software to be downloaded to your receiver.
3. Select **AM** or **PM**.
4. Select **Done**.

Inactivity Standby

If your receiver is on for a preset period of time without any activity (for example, no channel changes), the Inactivity Standby feature turns off the receiver so that you'll always have the latest Program Guide and DISH On Demand programs. Enabling this feature is recommended, as it also helps improve the reliability of your receiver. To change the settings for this feature, use the following steps:



1. Press MENU on the remote control.

2 Select **Preferences**, and then **Updates**.

3 Highlight the number of hours of inactivity before the receiver waits before turning off.

4 Select **Done**.
Note: Select **Defaults** to reset the changes you've made to this feature.



TIPS

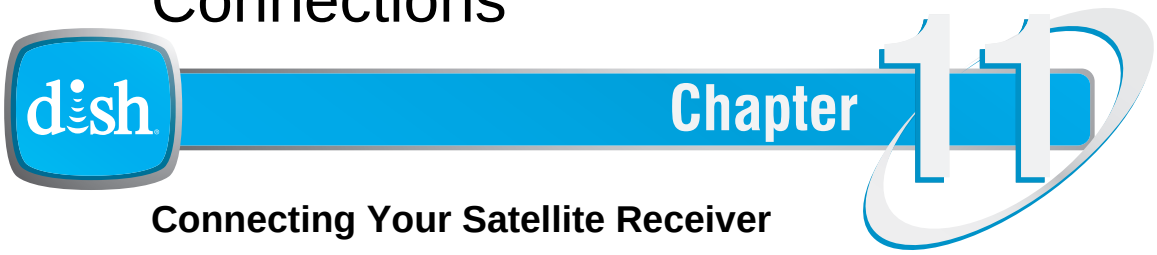
- To take full advantage of Dolby Digital 5.1 surround sound, you need an optical cable and a stereo that supports this feature.
- To use the Caller ID feature on this receiver, be sure to have the receiver connected to an active phone line and subscribe to Caller ID service from your phone company.



QUESTIONS

- **How can I see who has called me in the past?** Open your Caller ID History by pressing MENU, select **System Setup** and then **Caller ID History**.
- **Why is my audio in another language?** You may have selected an alternate language.
- **How can I change the channel order in the Program Guide?** You can switch from Lower to Higher (lowest to highest) or Higher or Lower (highest to lowest) by pressing MENU-8-5 and selecting the Channel Order Setup.

Connections



Connecting Your Satellite Receiver

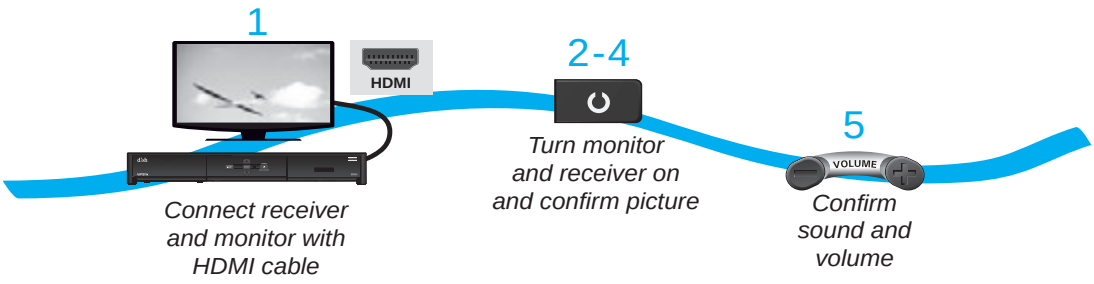
What you'll find in this chapter:

- CONNECTING TO THE TV
- CONNECTING TO YOUR DISH ANTENNA
- CONNECTING TO A DISH TAILGATER
- CONNECTING THE PHONE LINE
- CONNECTING AN OVER-THE-AIR ANTENNA
- SCANNING FOR OVER-THE-AIR CHANNELS
- USING TROUBLESHOOTING TOOLS

CONNECTING TO THE TV

High-Definition Connection: HDMI Cable

The **HDMI** (High-Definition Multimedia Interface) connection provides high-quality audio and video to your HDTV or HD Monitor using one cable. If your HDTV or monitor has an HDMI connection available, this is the recommended connection.



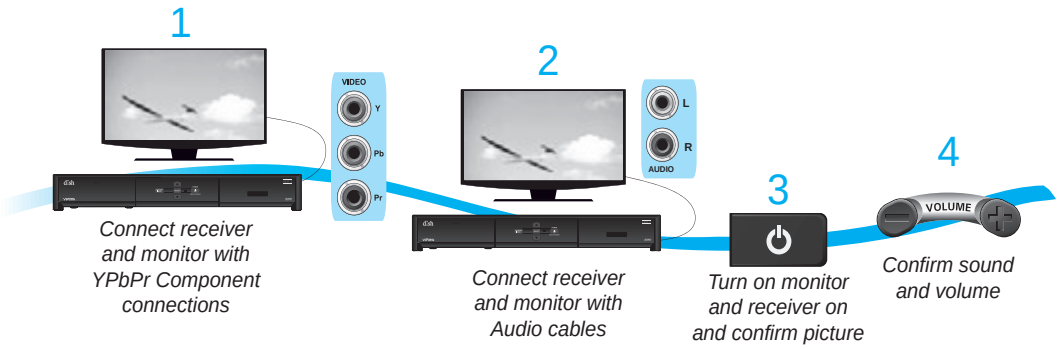
1. Connect an HDMI cable to the **HDMI** connection on the receiver.
2. Connect the other end of the HDMI cable to the HDMI input of the HDTV set or monitor.
3. Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.
4. Confirm that you are getting a picture from the receiver.
5. If you do not see a picture, refer to *No Picture on the TV*.

   Note: In most cases connecting the HDMI cable provides plug-and-play control of the monitor's display resolution and other settings. However, your HDTV may require selecting a different format to display from the receiver during setup.

6. Turn up the volume on your HDTV and confirm you have sound. If you don't have sound, your system may require you to connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and the TV's audio input connections.
7. Refer to *Setting Up to Display in HD* to adjust the receiver's HD display settings to match your TV.

High-Definition Connection: YPBPR (Component) Cables

The **YPBPR** connections provide high-quality video to your HDTV or HD monitor. Use these connections if your TV does not have an HDMI connection.



1. Connect component video cables to the **YPBPR** (component) connections on the receiver. Connect the other end of the component video cables to the YPbPr (component) connections on the TV.
2. Connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and TV's audio inputs.
3. Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.
4. If you do not see a picture, refer to *No Picture on the TV,* below.
5. Turn up the volume on your HDTV and confirm you have sound.
6. Refer to *Setting Up to Display in HD* to adjust the receiver's HD display settings to match your TV.

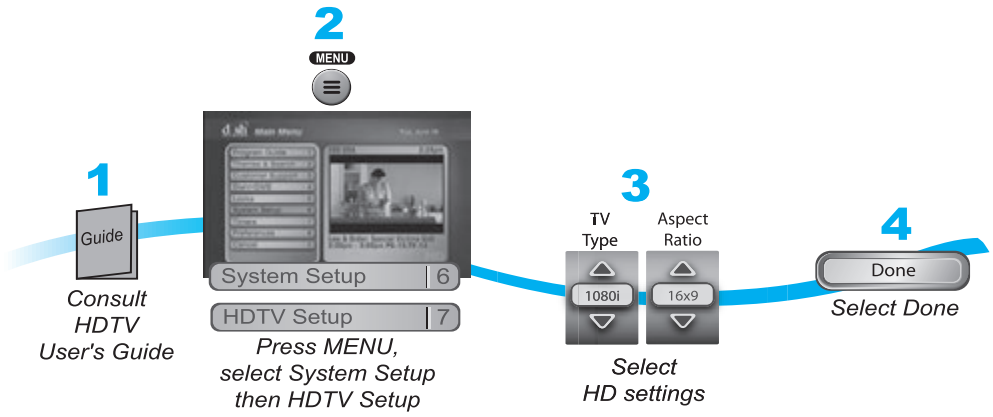
No Picture on the TV

This section helps you display a picture on your TV if you were not able to using the previous sections.

1. Connect RCA-type cables between the receiver's **COMPOSITE** (RCA-type) video output and your TV's Composite (RCA-type) input.
2. Verify the receiver and the TV are on.
3. Make sure the TV is set to the correct input for the RCA-type connection. Refer to your HDTV user's guide for assistance.
4. Change the HDTV settings to match your TV's display settings.
5. Change the TV to display from the HD input you connected in the previous sections. If you can see a picture, you are finished.
6. Repeat steps 4 and 5 until the TV displays video from the receiver.

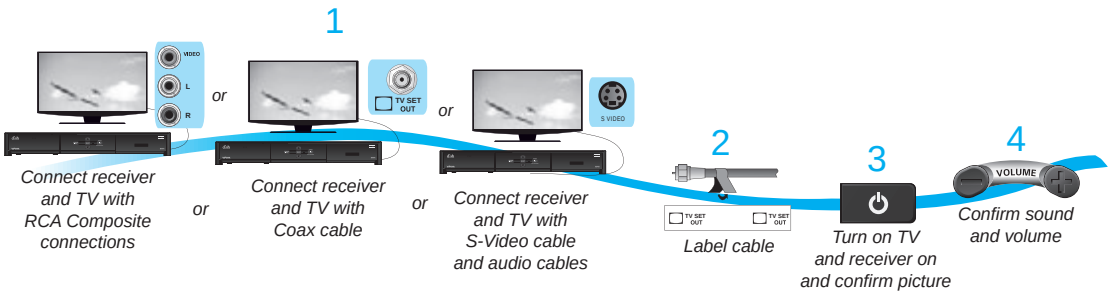
Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH HD programming, you will be able to receive HD programs. Use the following steps to select the HDTV display format that best matches your TV or monitor.



1. Consult your HDTV user's guide for the HD resolution that the TV supports (1080i or 720p).
2. Press MENU, select **System Setup**, then **HDTV Setup.**
3. Select the HD format settings (Analog Type and TV Type) that match the format supported by your TV, either 1080i or 720p.
4. Select the Aspect Ratio that matches your TV type.
   - **16x9** is the setting for wide-screen HDTV displays.
   - **4x3 #1** is the setting to use on a 4x3 TV which uses vertical compression. When fed with a 16x9 program, a compatible TV automatically makes the picture letterbox format (black bars top and bottom) to preserve the correct horizontal and vertical proportions.
   - **4x3 #2** is the setting to use on a 4x3 TV which does NOT have internal vertical compression. When fed with a 16x9 program, this type of TV will not show black bars at the top and bottom, and the picture will appear tall and skinny.
5. Select **Done**.
6. If required, set up the HDTV to display in the format that matches the receiver's settings. Some HDTVs will automatically adjust to the resolution setting of the receiver.

Standard-Definition Connections



1 Connect the receiver to the TV using one of the following connections.
Note: Connecting your TV directly to the audio/video outputs of your receiver will assure a more vivid picture and enhance your viewing enjoyment.

- **AUDIO/VIDEO** connection (RCA-type composite connection)
- **S-VIDEO** and **LEFT/RIGHT AUDIO**
- **TV SET OUT**

2 If using the **TV SET OUT** connection, peel off the white sticker and attach it to the cable close to where it connects to the **TV SET OUT** connection on the back of the receiver. The sticker is in the front cover of this guide.

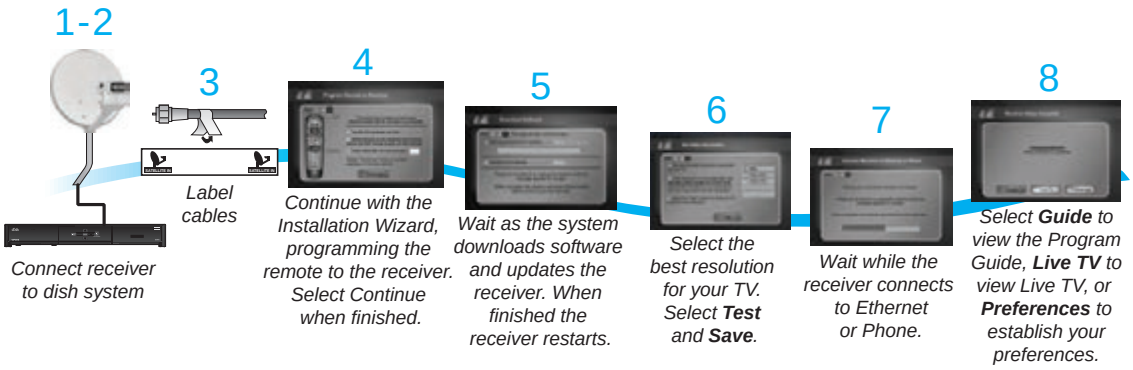
3 Turn on the TV and receiver to make sure you have a picture.

- If using the **TV SET OUT** connection, you'll need to set your TV to either channel 3 or 4. This output channel can be changed in the receiver's menus by pressing MENU on the remote control, selecting **System Setup**, **Installation**, then **Modulator Setup**. The default output is channel 3.
- If using the **S-VIDEO** or **AUDIO/VIDEO** connections, you'll need to set your TV to a video input or source. Refer to your TV's user guide for more information.

4 Turn up the volume on the TV to make sure you have audio.

CONNECTING TO YOUR DISH ANTENNA

Connect your TV to the receiver using the previous sections before connecting the receiver to the dish antenna.



1 Connect one RG-6 coaxial cable from the LNBF to a DISH Pro Plus (DPP) Separator or a DISH Pro Plus Triplexer. Connect the DPP Separator or DPP Triplexer to the **SATELLITE IN** port on the receiver's back panel.

Note: If you are installing your receiver in a system with DISH Pro or DISH Pro Plus LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. You must use RG-6 coaxial cables rated up to at least 2150 MHz.

2 Peel off the blue stickers (found at the beginning of this *User's Guide*) and affix them to the cable near where they connect to the **SATELLITE IN** connection on the back of the receiver.

3 Power on the receiver and the TV. Program Remote to Receiver (Step 1 of 5), which is the first step of the Installation Wizard appears.

4 Using the remote, press SAT and then press RECORD. A number appears in the box on the screen. Select **Continue**. Download Software (Step 2 of 5) of the Installation Wizard appears.

5 After the software is downloaded and the receiver has been updated, the receiver restarts. This process can take 10-25 minutes.

Note: Step 2 of 5 eventually fails to proceed if your antenna is not pointed correctly. You may see a pop-up instructing you to make sure that all cables leading to the receiver are connected securely and correctly. If this is the case, make sure your antenna is pointed correctly before selecting **Continue** on this screen.

6 On the Set Video Resolution screen, select the best resolution supported by your TV. Select **Test**. On the confirmation screen, select **Save**.

7 On the Connect Receiver to Ethernet or Phone screen, the system is establishing connection to broadband or phone. Wait while this process occurs.

8 On the Receiver Setup Complete scren, select **Guide** to display the Program Guide, select **Live TV** to view live programming, or select **Preferences** to customize the guide and channel lists (see Customizing the Guide and Channel Lists on page 73).

Connecting to a DISH Tailgater

The 211k receiver supports the mobile antenna, DISH Tailgater, providing you with your satellite programming while away from home. For detailed and up-to-date information on setting up a Tailgater, please see the *Quick Start Guide* and the *Tailgater User's Guide* that came with your Tailgater mobile antenna.

While setting up the Tailgater, please keep the following in mind:

- Do not stand or walk in front of the side of the Tailgater facing the southern sky while setting it up. Make sure the handle of your Tailgater antenna is pointing North.
- If instructed during set-up, contact DISH at 1-800-333-DISH (3474) to authorize your receiver.
- If your receiver has not been used for awhile, it may need to be re-authorized. Contact DISH at 1-800-333-DISH (3474) and follow the prompts to re-authorize your receiver. If channel 101 appears, channel up or down to ensure everything is working as expected.

1. Using the instructions that came with your Tailgater, connect and set up the Tailgater, receiver, and TV.
2. Follow the on-screen prompts. When asked to connect to a phone line, select **No**. It is necessary to select **No** two times. If you are using your ViP 211k receiver for the first time, you may have to complete the on-screen Installation Wizard as detailed in *Connecting to Your DISH Antenna* on page 86. If you are unable to proceed through Step 2 of 5 in the Installation Wizard, relocate your Tailgater antenna to a location where there are no obstructions of the southern sky.

MobileDISH™: Using Your ViP 211k as a Mobile HD Receiver

There are two types of mobile satellite antenna systems: automatic and manual.

Automatic Mobile Satellite Antenna System

1. Connect the receiver to TV.
2. Follow the instruction of the automatic mobile satellite antenna to run the satellite search routine.
3. Once the satellite search routine is completed, connect the ViP 211k to AC power.
4. Wait for a few minutes (black screen appears on the TV).
5. Follow the instructions for the installation wizard, which are listed beginning with step 3 on page 86.

Manual Mobile Satellite Antennas (Require Pointing)

To use your ViP 211k receiver to assest with point your manual mobile satellite antenna, follow these instructions:

1. Connect your ViP 211k receiver to your TV.
2. Connect your ViP 211k receiver to a power outlet. Wait a few minutes.
3. Follow the on-screen Installation Wizard to pair your remote.
4. Let Step 2 of 5 of the Installation Wizard complete until you see a pop-up asking you to make sure that all cables leading to the receiver are connected correctly and securely. Do not press **Continue**.
5. Connect the satellite feed (RG-6 coaxial cable) from your satellite antenna to the back of your ViP 211k receiver.
6. Press the * (STAR) key on the DISH remote control.
7. Use the Point Dish screen to assist with pointing your manual mobile satellite antenna. [Do I need to let the user know how to get here?]
8. After your manual mobile satellite antenna is pointed correctly, select **Check Switch**.
9. Select **Test**. The Check Switch test should complete correctly if the manual mobile satellite antenna is pointed correctly. Status is indicated by a green bar corresponding to the satellites that your manual mobile satellite antenna was able to locate.
10. Select Done in the Installation Summary screen.
11. Select Done in the Point Dish screen.
12. Select Continue on Step 2 of 5 screen for the Installation Wizard.
13. Follow the prompts for the other screens of the Installation Wizard to complete setup.

Connecting the Phone Line

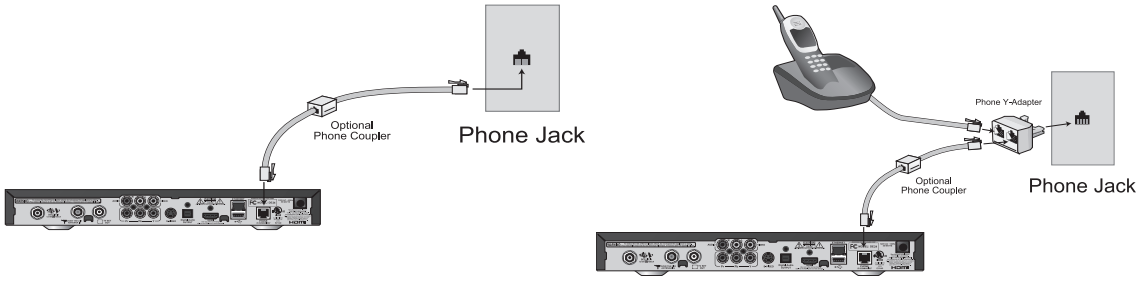
You must keep the receiver connected to an active telephone line to order Pay-Per-View programs, use all of the Dish**HOME** Interactive features, or use other services from DISH with your remote control.

Note: You may be able to use a wireless modem jack. However, this may not support all the features of this receiver, such as Caller ID. See *mydish.com* for compatible modem products. If you have a Digital Subscriber Line (DSL), you may have to install a DSL filter between the receiver's back panel Phone Jack and the telephone wall jack to successfully connect with DISH. You can obtain a filter from your DSL provider.

Phone Line Connection

Connect a telephone cable with a standard RJ-11 connector between the receiver's back panel **PHONE** connection and an active telephone connection as shown below.

Note: Do not connect the phone line to the **ETHERNET** connection. If you accidentally connect the phone line to the **ETHERNET** port, all phones in your home may stop functioning.



Phone Connection Recommendations for VoIP

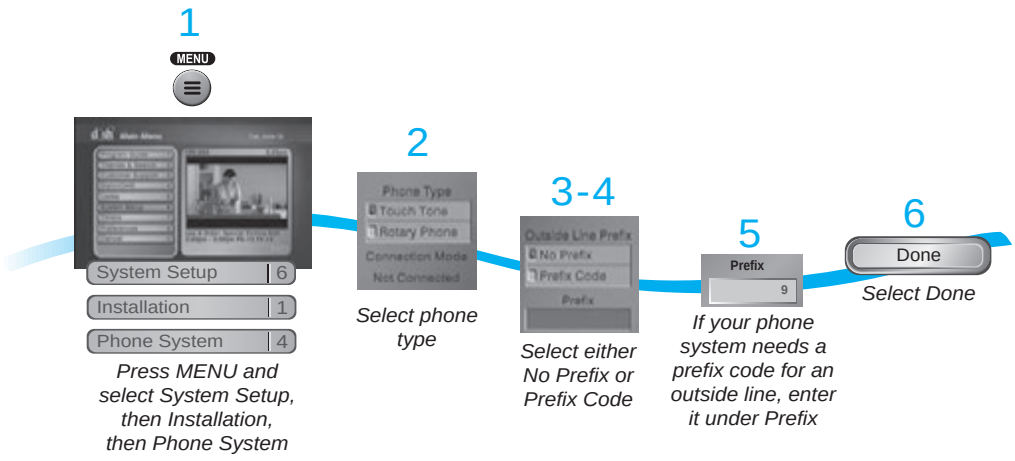
If you have a VoIP (Voice over Internet Protocol) phone service, the following tips may help improve the chances of the satellite receiver successfully connecting to DISH using the VoIP phone service.

Note: Not all VoIP services will function with the receiver.

- Manually set the VoIP equipment for the proper bandwidth, to the highest bandwidth possible, using the VoIP equipment's instructions.
- Use other settings or connections suitable for modems or fax machines.
- For Vonage VoIP customers only, using the phone prefix *99 in the phone systems setup can allow the VoIP connection to switch to its highest possible bandwidth. Follow the steps in *Phone System Setup*, below, to enter a phone prefix.

Phone System Setup

You must also set up the receiver for your telephone system (touch tone or rotary). If you need a prefix to make an outside call, set a telephone number prefix.



1. Press MENU on the remote control, then select **System Setup**, **Installation**, and then **Phone System**.
2. Select the **Prefix Code** option under Outside Line if you need to dial a prefix to make outside calls. Otherwise, leave this setting on **No Prefix**.

   Note: Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type. The default setting of No Prefix will allow correct dialing. If this is the case, select the **Save** option to save the above setting, and stop here. If you do need to set a prefix, then instead of selecting the **Save** option, go on to step 5.
3. If you selected **No Prefix**, select **Done**.
4. Select the **Touch Tone** or **Rotary Phone** option in the Phone Type list.
5. If you selected **Prefix Code**, the receiver highlights the box where you must enter the exact sequence you dial to reach an outside line.
6. Select **Done**.

Connecting an Over-the-Air Antenna

If you want to receive digital channels from an over-the-air antenna in addition to your dish antenna programming, connect the over-the-air antenna to your receiver.

- The **Over-the-Air Antenna In** connection on your receiver's back panel can be used to receive and view programming on the TV from an over-the-air antenna.
- Connect a VHF/UHF over-the-air antenna to the **Over-the-Air Antenna In** port. Peel off the black sticker (found at the beginning of this *User's Guide*) and affix it to the cable close to where it connects to the back of the receiver.
- You can add local over-the-air channels to the receiver's channels lists and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner similar to accessing satellite channels.

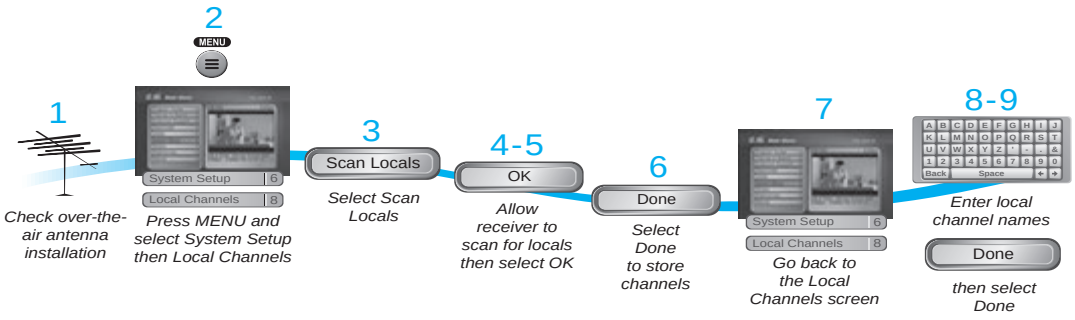
Note: The type of antenna required depends on the channels used by, and the locations of, the local broadcasters for your area. Visit *www.antennaweb.org* or contact a professional installer to help you select a suitable antenna.

Make sure to follow the antenna installation instructions correctly. Ground the dish antenna per the *National Electrical Code (NEC)* and any state and local electrical codes.

The audio/video quality on local over-the-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the over-the-air TV antenna you use. If you have questions about over-the-air channels, contact the broadcaster, not DISH.

Scanning for Over-the-Air Channels

After your over-the-air antenna is adjusted for the best reception and connected to the receiver's **Over-the-Air Antenna In** connection, use these instructions to scan over-the-air channels into the satellite receiver's menus.



1 Verify your over-the-air antenna is installed and connected to the receiver's **Over-the-Air Antenna In.**

2 On the remote control, press MENU, select **System Setup**, and then **Local Channels**. If this is the first time you have opened the Local Channels screen, it will have no channels listed.

3 Scan for channels by selecting **Scan Locals**.

4 The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found. If you want to stop the scan before it is completed, select **Cancel**.

5 Select **OK** to go back to the Local Channels screen and view the list of channels.

Note: The ARROW at the bottom left means that there are more channels, off the bottom of the screen, which you can get to with the ARROW keys if you wish to edit their names or remove them.

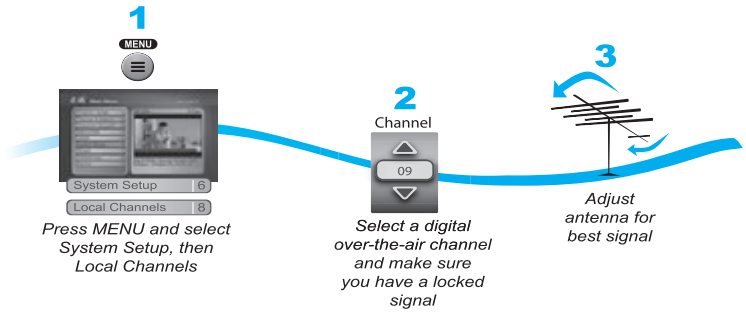
6 If you want to name the over-the-air channels, continue on. If you do not want to name your over-the-air channels, select **Done**. You will then be taken out of the menus back to watching TV.

7 Select a channel and then select **Edit Name** to modify the way the channel name displays on your screen. You can rename only one channel at a time.

8 Use the on-screen keyboard on the screen to select the letters of your channel name.

9 When you are finished making changes, select **Done**. The receiver displays a message while it is saving the changes. Be sure not to interrupt the receiver while it is saving the changes.

Peaking Your Over-the-Air Antenna



1 Press MENU, select **System Setup**, and then **Local Channels**.

2 Highlight a channel in the local channels list to display its signal strength. Make sure you see a green signal strength bar and a Locked indication on the signal meter.

3 Adjust the orientation of your antenna to maximize the signal strength. If you cannot get a Locked indication, you may need to upgrade your antenna or relocate it.

About Over-the-Air TV Broadcasts

Over-the-air TV signals are broadcast by local TV stations from a transmitter tower. You receive over-the-air TV signals using an indoor or outdoor antenna instead of the dish antenna. You are likely familiar with analog over-the-air TV signals - these are the signals that have been used to broadcast TV for many years. New digital over-the-air TV signals are broadcast and received in the same way. Digital over-the-air TV broadcasting uses advanced technology like that of the DISH to deliver superb picture quality and CD quality sound. However, digital over-the-air signal reception (like analog over-the-air signal reception) depends on several things.

- The distance between the broadcast station and your home (the further away the station, the weaker the signal)
- The broadcast station's power (the lower the power, the weaker the signal)
- Obstacles between the station and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you)
- Multiple broadcast stations (to receive good signals from several stations, you may need to compromise in how you aim the antenna or you may need more than one antenna)

The effects of poor digital reception are different from the effects of poor analog reception:

- Poor analog reception usually causes the TV picture to be “snowy” or to include “ghosts,” that is, multiple images caused by receiving reflected signals along with the direct signal from a station. Poor digital reception may cause the TV picture to be “pixelized,” that is, broken up into small squares of various colors, or to be lost completely (the TV screen is all black or all blue).
- Digital broadcasts often provide either a very good picture or no picture at all.
- You may be able to receive a poor analog signal but not be able to receive a digital signal at all.

To get the best possible digital signal reception, make sure you use the best over-the-air antenna for where you live:

- You can receive a limited number of channels using a rabbit ears type antenna on top of the TV set, or a much larger number via a large UHF/VHF indoor/outdoor antenna.
- The higher the quality of the antenna you use, the greater its range and the better its reception will be.

Digital OTA Broadcasts are Still Developing

- Broadcasters may still be testing digital signals and their strength, and may stop broadcasting without notice, vary power output, or turn it off.
- Some broadcasters do not yet have permanent transmitter tower.

- Broadcasters may choose to multicast, which allows them to provide multiple standard-definition channels in the same bandwidth used to provide a high-definition channel.
- These factors are outside of DISH's control.

Additional Installation Considerations

- Follow local and National Electric Code requirements for grounding the antenna.
- RG-6 coaxial cable is preferred for the **OVER THE AIR ANTENNA IN** connection. If you are diplexing the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables, RG-6 coaxial cable must be used.
- You can not use a diplexer to combine the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables if using an amplified antenna.

If you have questions about over-the-air channels, contact the broadcasters, not DISH. DISH does not broadcast over-the-air signals and so cannot do anything to change over-the-air signal quality. However, the receiver's digital channel setup menus provide a signal strength bar that can help you in aiming the over-the-air TV antenna for the strongest possible signal.

Additional Resources for Over-the-Air TV Broadcasts

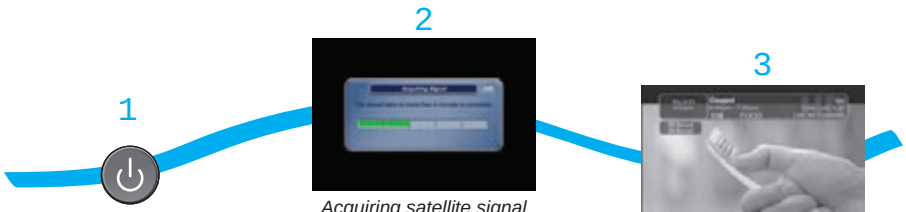
For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at *www.nab.org*.
Note: The receiver displays “Transmit Channel” which is referred to on the NAB web page as RF Channel. These terms mean the same thing.

Another good source of local channel information is available from the Consumer Electronics Association (CEA) web page at: *www.antennaweb.org*. This website provides recommendations for antenna types and pointing directions.

USING TROUBLESHOOTING TOOLS

Your receiver has troubleshooting tools that you can use to solve many common problems.

Resetting Your Receiver

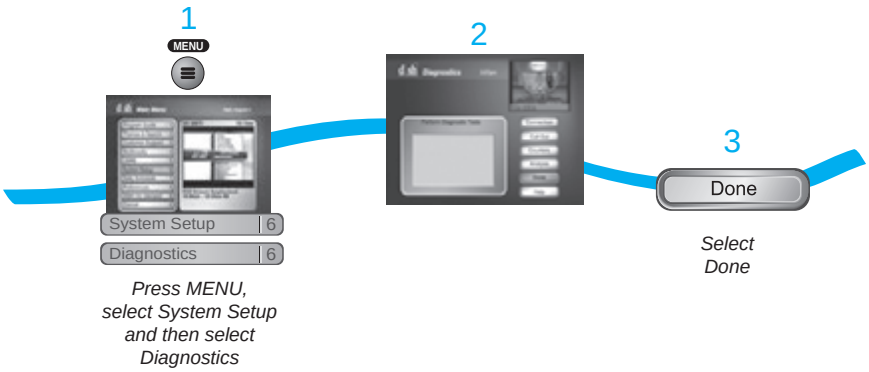


1. Press and hold the receiver POWER button until the front panel lights blink.
2. Release the POWER button.

The receiver will take several minutes to reset, will display the message “Acquiring Satellite Signal”, may download the Program Guide, and then will return you to programming.

Diagnostics

The Diagnostics screen allows you to check the phone and broadband Internet connection of your receiver.

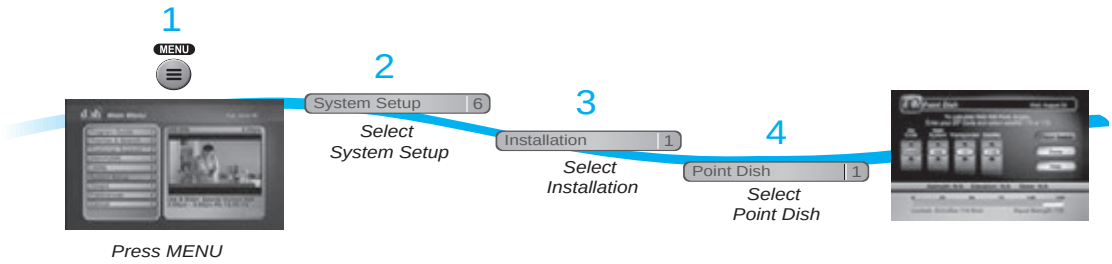


1. Press MENU, select **System Setup**, then select **Diagnostics**.
   - Connection—Tests for a valid phone connection or broadband Internet connection.
   - Call Out—Updates the receiver’s smart card records. If “No Call Out Pending” is displayed, the receiver does not need to have its smart card records updated.
2. Select **Done** to exit the Diagnostics screen.

Point Dish and Check Switch

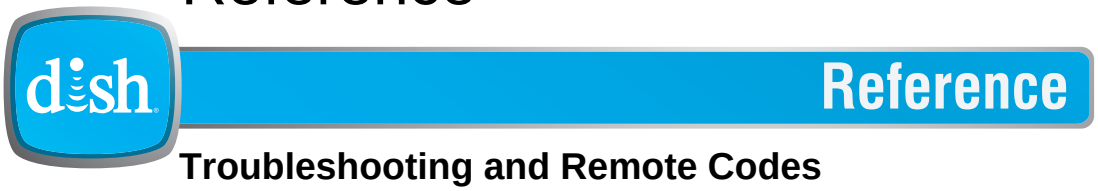
The Point Dish and Check Switch screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH. Even though there are items that can be changed, only change them when specifically directed by a Customer Service Representative.

Warning: Running the Check Switch test while the receiver has low or no signal will result in incorrect receiver settings and cause you to lose channels. Do not run a Check Switch test unless directed to by a Customer Service Representative or other DISH instructions.



1. Press MENU.
2. Select **System Setup**.
3. Select **Installation**.
4. Select **Point Dish**. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, yellow is a marginal signal, and red indicates the signal is not acceptable or is from the wrong satellite.

Reference



Troubleshooting and Remote Codes

What you'll find in this chapter:

- TROUBLESHOOTING TABLES
- REMOTE CONTROL DEVICE CODES

R

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. To solve a particular problem, do the following:

1. Review the section in this Guide that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
   - Read the *What's Happening* column until you find the problem.
   - Read the information in the *Possible Reason* column.
   - Try each of the suggested solutions in the *What to Do* column.
3. Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver*.
4. Make sure your TV is tuned to the correct channel or input. Use RECOVER.
5. Make sure your remote control has fresh batteries. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries.
6. Make sure your receiver is connected to an active telephone line.
7. Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or snow.
8. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see *mydish.com* or *tech.dishnetwork.com*.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the System Info screen to find these numbers (See *Ordering Your Programming Packages*). Also, write down any error messages that the receiver displays on the television screen.

Message Numbers

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Refer to *mydish.com/support* for additional steps.
002	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	• Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. There may also be a problem with the multi-dish switch.	• Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. • Check the dish-to-receiver cable run length is not more than 200 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Refer to *mydish.com/support* for additional steps.
005	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver (added it to your account), wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474).
006	The receiver may not be connected to an active telephone line or broadband Internet connection.	You must connect each installed receiver to an active telephone connection or broadband Internet connection.
011, 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Program providers specify which programs are blacked out for specific areas, not DISH.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	• You must buy a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake. • If you subscribe to the channel and you see these messages, reset the receiver.

Troubleshooting Tables

Message Number	Possible Reason	What to Do
018	The receiver may not be connected to an active telephone line or broadband Internet connection.	• You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. • Call the Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.
022	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.
026	The receiver may have temporarily lost the satellite signal.	• Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the Check Switch test.	If your setup includes a multi-dish switch, you must run the Check Switch test.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	• Make sure that you have selected the option for the right satellite on the Point Dish screen. • Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	The receiver is downloading current software.	It is very important for the receiver to get the latest software to function properly. The download may take several minutes. Do not disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. **Note:** The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.

Message Number	Possible Reason	What to Do
078, 079, 080	You may not have connected the receiver to an active telephone line or broadband Internet connection, or the telephone line or Internet connection may be defective.	Connect the receiver to an active telephone line or broadband Internet connection. Make sure that the telephone line or Internet connection to which you connect the receiver is working properly. **Note:** To order Pay-Per-View programs, you must keep each receiver connected to an active telephone line or broadband Internet connection. The receiver uses the telephone line to make toll-free calls (when the phone is not in use) or the Internet connection to send purchase information to DISH.
093	You may have selected the Reset Factory Defaults option.	If you want to reset the receiver to its factory default settings, select **Yes**. If you do not want to reset factory defaults, select **No**.
535	You may have just plugged in the receiver and it is acquiring the satellite signal or the receiver may have temporarily lost the signal.	• Wait a few minutes to see if the message goes away. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a channel number. The channel changes, but not to the channel number you entered.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered.	• Try entering the channel number again. • Reset the receiver.
When changing channels, using the Program Guide, Browse, or other channel lists, some of the channels you subscribe to are not listed.	• If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message indicating it is not part of your subscription. • If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. • If you have set up the to hide adult channels or to hide locked channels, these channels are not displayed in the Program Guide or other channel lists.	• If you want to buy a channel, go to *mydish.com/myaccount,* login, and select the **My Programming** option from the menu bar, or call the Customer Service Center at 1-800-333-DISH (3474). • Press GUIDE on the remote control, and press it again until it says All Chan at the top of the screen. • Change the Hide Adult or Hide Locked setting to include these channels in the Program Guide and other channel lists.

Remote Control

What Is Happening	Possible Reason	What to Do
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, the batteries may be weak or dead, or there may be InfraRed (IR) interference in the room.	• Install four new AAA batteries in the remote control. • If the remote control has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and install them correctly. • Move the receiver away from an HDTV. • Diable the ambient light sensor on an LCD HDTV. • Increase the HDTV's brightness setting.
When you press the remote control POWER button to turn the receiver on, the receiver front panel power light does not light up.	• Remote control is not operating properly or the batteries are weak or dead. • The receiver power cord is not plugged into a power outlet, or there may be a problem with the power. • The remote control(s) may not be set to the address(es) used by the satellite receiver.	• Try the receiver's front panel button to see if the receiver responds. • Replace the remote batteries with fresh ones. • Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. • Make sure the remote control(s) are set to the same address(es) used by the satellite receiver.

Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	Red means that you have not subscribed to that channel. You must subscribe to a channel before you can view it.	• If you want to buy a channel, go to *mydish.com/myaccount*, log into your account, and select the **My Programming** option from the side menu bar, or call the Customer Service Center at 1-800-333-DISH (3474). • Reset the receiver.
You try to display future programs in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present.	Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.
When you are using the Program Guide or Browse Banner, some channels are missing.	• You may have applied a Favorites List other than the list named All Chan. • You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels	• You can change the applied Favorites List while using the Program Guide by pressing the remote control GUIDE button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, the My Channels list, which includes all subscribed channels, or the My HD Channels list, which includes all subscribed HD channels. • Unlock the receiver for the Program Guide to display adult channels.

Watching A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on, but the TV image is black, blue, or snowy.	• The TV set may not be working properly. • The TV may be connected to the wrong input. • If the TV and the receiver are working properly, there may be interference with the satellite signal.	• Verify the TV is set to the correct input or channel for your setup. • Make sure that the TV set is plugged into a working electrical outlet. • Make sure that the TV is turned on. • Use the RECOVER button. • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and closed captioned features are turned off. • Make sure that the TV brightness and contrast are adjusted correctly.

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
The TV image has pixels (small squares), is freezing, or you have intermittent black screens.	Your receiver may be experiencing signal loss due to something blocking your dish's view of the sky, the dish being mis-aligned, or weather.	• Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
The receiver front panel power light is on, and there is a picture on the TV screen, but the picture: • has sparkles or is grainy • has a herringbone pattern • lacks color or vertical hold • wobbles • looks "washed out" or fuzzy.	• The TV set may not be working properly. • The receiver may not be properly connected to the TV. • There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs).	• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. Refer to your TV's user guide for assistance. • Make sure that the TV is connected properly to the receiver. • Check other nearby electrical devices as possible sources of interference. • Check that all required coaxial cables are in place. • Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. • Check the length of cable between your dish and receiver. If it is greater than 200 feet, contact the person who installed your system. • Make sure the system is properly grounded.
A "black box" fills almost all of the TV screen.	You may have turned on the Closed Captioning feature on the TV, and put that feature into Text mode.	• Turn off Closed Captioning through your TV's menus. Enable Closed Captioning through your receiver.

Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote GUIDE button while the Program Guide is displayed. You find that you can apply only the All Chan, My Channels, or My HD Channels list.	If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan, My Channels, or My HD Channels lists.	You must add channels to a custom Favorites List before you can apply it.
You try to change the All Chan, My Channels, or My HD Channels list. The receiver displays an ERROR message.	The receiver will not allow you to change the All Chan, My Channels, or My HD Channels lists.	Choose another list to change. The My Channels list includes all channels that are part of your subscription. The My HD Channels list includes all high-definition channels that are part of your subscription.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorites List does not show channels that you know you have added to it.	If you have set the receiver to hide adult channels or hide locked channels, these channels are not included in the Program Guide or other channel lists.	Change the Hide Adult or Hide Locked setting on your receiver if you do not want these channels excluded from the Program Guide or other channel lists.

Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You must enter the password before you can create an event timer for a locked program.	To create an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	You must order a Pay-Per-View event before you can create an event timer for it.	To create an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	You may have set up a Reminder but what you should have set up is an Auto-Tune or a DVR timer.	Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A DVR timer reminds you, tunes the receiver, and records the program to the receiver's hard drive.

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	You may have set up a timer with an incorrect frequency.	Remember that a Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time. All Episodes timers will record all episodes of that program, while New Episodes timers will record only the current season. A DishPASS timer records programs matching your DishPASS search term.
You set up an event timer, but the timer does not operate at all.	• You may have several timers set up for the same time and the event timer you set is at a lower priority than others. • You may have selected New Episodes and the timer you set was for an episode that is not new.	• Check the Priorities. • Check the Timer Frequency.
You set up a Dish**PASS** Timer and you notice that you have no space left on your My Recordings List.	The Dish**PASS** Timer may have included more matching programs than what you expected.	Delete that Dish**PASS** Timer and begin again.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies only to the current showing of the program.	To stop all operations of a repeated event timer, you must delete the event timer. **Note**: The receiver deletes a Once event timer when it operates.
You edit an automatic event timer. The timer does not start or does not end according to the program for which you set the timer.	Editing an automatic event timer converts it to a manual event timer. Such a timer starts and stops at the times you specify, not the start and stop times of any specific program.	If you want an automatic event timer to start and stop according to a specific program, avoid editing that event timer.
You try to set up a manual event timer. The receiver displays an Error message.	You may have tried to set a manual event timer with invalid start or stop times.	Review the information on manual event timers.
The receiver does not display the program name for a manual event timer.	The receiver may not be able to display a program name for a manual event timer.	Use the Program Guide or a printed schedule to find the program name.
You set an event timer. The event timer misses the beginning or the end of a program.	The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.	• Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event. • Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on and there is a good picture on the TV set, but you do not hear any sound.	• You may have muted the sound, or set the volume so low that you cannot hear it. • The audio connections may not be properly connected. • You have selected **Dolby Digital/PCM** when there is no Dolby digital soundtrack**.**	• Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. • Check the audio connectors and cables from the receiver to the TV or the sound system. • Check the TV speakers or the sound system. • In the Dolby Digital menu, select **Dolby Digital/PCM** for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language. The program may be in a foreign language.	Press the MENU button on your remote. From the Main Menu, select **Preferences**, then **Alternate Audio**, and choose the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	• You do not have Caller ID service from your local phone company. • Your phone line is not connected to the phone jack on the back of the receiver. • You do not have the Caller ID option enabled.	• Verify that Caller ID is a service provided by your local phone company. • Verify that you have connected the phone line to the phone jack on the back of the receiver. • Press the MENU button on your remote. From the Main Menu, select **System Setup**, then **Installation**, and then **Caller ID**. Select the **Enable Caller ID** option.

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear “clicks.”	The receiver may have tried to send Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was sending Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or fax machine tries to send a fax or modem transmission, but fails.	The receiver was sending Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected. The fax or modem found that there was no dial tone, and cancelled the transmission.	Re-send the FAX or modem transmission.
Your computer or fax machine was receiving a fax or modem transmission, but an error occurred.	The receiver may have tried to send Pay-Per-View purchase information to DISH using your phone line during the fax or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated “clicks” that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

Locks

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	N/A	Call the Customer Service Center at 1-800-333-DISH (3474). You must be able to verify your account information with the customer service representative.

Ordering a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of Pay-Per-View programs. Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program must enter the password.
You find that you are not able to order a Pay-Per-View program.	The receiver may not be connected to an active telephone line or broadband Internet connection.	Connect each receiver to a phone line or a broadband Internet connection for Pay-Per-View ordering using the remote control.
You find that you are not able to cancel a Pay-Per-View program.	You ordered a Pay-Per-View program, and then decided not to watch it.	You cannot cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear on all of the receivers.	You ordered a Pay-Per-View program, and want it to be available on all the receivers in your setup.	If you want to watch a Pay-Per-View program on TVs connected on each receiver, you must order the program for each receiver but you only pay for the program once.

Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	You may have not done anything with the remote control or front panel buttons for several minutes.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. Start over again.

REMOTE CONTROL DEVICE CODES

Included with your remotes are lists containing the manufacturer codes for programming the remote to control your TV, VCR, Blu-ray Disc™ or DVD player, or audio equipment. Every attempt has been made to include all codes. If your device brand is not listed or if the codes listed do not work, then the DISH remote may not control your specific device. In some cases, codes may operate some but not all of the buttons.

Appendix

- LIMITED WARRANTY
- RESIDENTIAL CUSTOMER AGREEMENT
- FCC COMPLIANCE

LIMITED WARRANTY

This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

- This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies (“EchoStar”) warrant this system against defects in materials or workmanship as follows:
- **Labor**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.
  Note: “Parts” means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does not include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the Important System Information menu to find these numbers.
2. A Customer Service Representative will assist you.

3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

If the defective equipment is covered under this warranty, a replacement will be shipped back to you at no additional cost (additional charges may apply outside the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH branded equipment, displaying the DISH logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH or your local retailer.

RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit dish.com or call us at 800-333-DISH (3474) and we will send you a copy. *Para ver este acuerdo en español por favor visite dish.com o llame all 1-800-333-DISH (3474) y le enviaremos una copia*.

DISH Network is happy to answer any questions you may have (including questions regarding billing, installation, equipment and service) and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year:

Phone: 800-333-DISH (3474)
Email: care@dish.com
Mail: DISH NETWORK CUSTOMER SERVICE CENTER
P.O. BOX 9033
LITTLETON, CO 80160
Website: dish.com

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the package plan(s) under which you are receiving Services and/or equipment from DISH Network (each, a "Package Plan Agreement"): (i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network", "DISH", "we," "us" or "our" refer to DISH Network L.L.C. (formerly known as EchoStar Satellite L.L.C.) or, where applicable under the particular circumstances, third party billing agents.

"DISH Network" is a registered trademark of DISH Network L.L.C.

THIS AGREEMENT, TOGETHER WITH ANY APPLICABLE PACKAGE PLAN AGREEMENT, SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES AND EQUIPMENT TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL WE CHANGE OR REPLACE IT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THIS AGREEMENT, AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED AGREEMENT. IF YOU ARE AN EXISTING CUSTOMER AND DO NOT WISH TO ACCEPT ANY CHANGED OR REPLACED AGREEMENT, YOU MUST NOTIFY US IMMEDIATELY AND WE WILL, AT OUR OPTION, EITHER CANCEL YOUR SERVICE OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE PREVIOUS VERSION OF THIS AGREEMENT.

1. THE DISH NETWORK SERVICE

A. Services Defined. "Services" shall mean all video, audio, data, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription, pay-per-view or otherwise) and that we may provide to customers in the future.

B. Minimum Programming Levels. If your applicable Package Plan Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages: Welcome Pack, Latino Welcome, DISH America or a higher version of such packages; a qualifying International package plus one of the following: International Basic Package, Chinese Basic Package, or a previously listed package. We may change such minimum programming requirements at any time. For select customers based on when activation of service occurred, an International Service Access Fee (as detailed in Exhibit 1) may apply. If you subscribe to Racetrack TV, but do not subscribe to applicable minimum programming a Service Access Fee (as detailed in Exhibit 1) may appply.

C. Programming Availability. Certain Services, including without limitation, some subscription Services, sporting events and broadcast network Services, may be blacked out in your viewing area; if you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. If the location at which you are receiving Services is a wagering location, you are not eligible to receive certain channels, including without limitation, Racetrack TV. You must be at least 18 years of age, or the applicable age of majority where you reside, to order or receive adult-oriented programming services.

D. Changing Your Programming Selection. Unless otherwise specified in this Agreement or any applicable Package Plan Agreement(s), you may change your programming selection at any time by notifying us. A Programming Change Fee (as detailed in Exhibit 1) may apply to such programming changes, unless you are receiving Services and/or Equipment (as defined in Section 4(A)) pursuant to a Package Plan Agreement that requires you to pay in full for all Services and/or Equipment prior to receiving such Services and/or Equipment (a "Pre-Pay Promotion").

E. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only when you renew. You may not downgrade your Services during the term of a multi-month subscription.

F. Ordering Pay-Per-View. You may use your remote control and on-screen program guide to order pay-per-view Services through your television if your DISH Network receiver is connected to a land-based telephone line and/or a broadband home network. You may also order DISH Network pay-per-view Services by calling 877-DISH-PPV (3474-778) and using our automated system, or by visiting dish.com/orderppv, or by speaking with a live operator at one of our customer service centers (an Agent Assist Fee will apply as detailed in Exhibit 1). Pre-Pay Promotion customers may only order pay-per-view Services by calling 877-DISH-PPV (3474-778).

G. Accessing the Internet Through Your Receiver. Some of our receivers can be used to access websites and information on the Internet. DISH Network does not have any control over such websites and information, and we do not make any

representations, warranties or guarantees as to the availability or content of such websites and information, including without limitation: (i) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such websites or information; or (ii) whether using the software contained in such receivers may result in accessing unintended, inappropriate or objectionable content. We may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We may also limit or restrict the websites and information that you may access on the Internet using your receiver at any time without notice.

H. Private Home Viewing Only. DISH Network provides Services to you solely for viewing, use and enjoyment in your private home. You agree that no Services provided to you will be viewed in areas open to the public, commercial establishments or other residential locations. Services may not be rebroadcast or performed, and admission may not be charged for listening to or viewing any Services. If your Services are viewed in an area open to the public, a commerical establishment or another residential location, we may disconnect your Services and, in addition to all other applicable fees, you must pay us the difference between the price actually paid for Services and the full applicable rate for such Services, regardless of whether we have the right to distribute such Services in such other location.

I. Changes in Services Offered. We may add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

J. Promotional Offers and Items. If a third party, such as an independent DISH Network retailer, integrator or private cable operator, offered you a promotional offer or item in connection with your subscription to the Services, such third party is wholly responsible for fulfilling such promotional offer or providing such promotional item, and DISH Network is not in any way responsible for such fulfillment unless the promotional offer or item was offered with DISH Network's prior authorization, approval, permission or knowledge.

2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES

A. Payments. You agree to pay all amounts billed for Services, as well as all taxes, fees and other charges, if any, that are now or may in the future be assessed in connection with any Services you receive from us, and any other charges due and owing to us. State and local taxes or reimbursement charges for gross earnings taxes imposed on satellite providers for transmission of programming in some states may apply. Unless you prepay for a multi-month subscription to Services or prepay for all Services as required by your participation in a Pre-Pay Promotion, we will bill you monthly in advance for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Multi-month subscription customers and Pre-Pay Promotion customers will be billed based on your pre-pay period (multi-month subscriptions) or monthly (Pre-Pay Promotion customers), and must make all payments in advance of the due date on your bill in order to continue receiving your Services; you must also pre-pay for all other Services, such as pay-per-view, ordered by you or anyone who uses your Equipment, whether with or without your permission.

B. Billing Policies. Your bills will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account. You may submit your payment by mail, on our website, through our AutoPay program, by calling a DISH Network customer service representative, or by any other means that we designate. Partial payments will be applied first to the oldest outstanding bill. You must make your payment regardless of whether you receive a bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation, our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee (as detailed in Exhibit 1) is not interest, a credit service charge or a finance charge. Certain fees and charges may apply in certain circumstances to your payment for the Services, including without limitation, those expressly set forth in Exhibit 1 attached hereto and incorporated herein by reference.

C. AutoPay and Paperless Billing. If you accept a promotion that requires you to sign up for and maintain AutoPay and/or Paperless Billing and later discontinue AutoPay and/or Paperless Billing, then you may no longer be eligible for that promotion and you may lose the promotional price.

D. Alterations to Payment Terms. If you paid for a monthly subscription (other than a Pre-Pay Promotion) and your account is past due on more than one occasion, we may require that you pay for all Services and Equipment before you receive them and you will be deemed to be receiving your Service under a Pre-Pay Promotion, at which point, all terms and conditions of such Pre-Pay Promotion will apply to you. If you paid for a multi-month subscription to any Services and your account is past due for any amount, we may convert your multi-month subscription to a monthly subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

E. Restarting your Services. If you do not pay your bill in full by its due date, or you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we may disconnect your Services, and in such event we will be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or any other reason, DISH Network may require that you pay, and you agree to pay, before we reconnect your Services, all past due charges, a deposit equal to a minimum of one month of service charges, and all outstanding balances accrued through the date of such disconnection. If your Services are disconnected for non-payment or any other reason, you will no longer be eligible, even if you pay to restart your Service, to receive any remaining credits or promotional pricing that you would have been eligible to receive had your Services not been disconnected. Unless required by applicable law, deposits will not be held segregated from other funds and will not earn or accrue interest. Promotional pricing is valid only at the time of installation.

F. Attorneys' Fees/Collections. If we use an attorney or a collection agency to collect any money you owe us or to assert any other right that we may have against you, including without limitation, any breach of any agreement you may have with DISH Network or one of our affiliates, you agree to pay the reasonable costs of such collection or other action. These costs may include, without limitation, the costs of a collection agency, reasonable attorneys' fees and court costs. If you believe you have been billed in error or you would like to make any other requests for a billing statement credit, you must contact our customer service center by telephone or in writing within twenty (20) days after the date you receive the bill for which you are seeking correction. Failure to timely notify us of a dispute will constitute your acceptance of the corresponding bill. You must pay undisputed portions of any billing statement before the next billing statement is issued or you must pay a Late Payment Fee. All payments for Services must be made directly by you to us, unless we authorize otherwise; for example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

G. Billing Agent Payments. Different or other payment and billing terms, conditions, options and fees may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company.

H. Early Termination Fees. Depending on your specific Package Plan Agreement, you may incur fees for disconnecting your service before the expiration of a commitment period or downgrading your programming below any applicable minimum programming requirement during a commitment period (each an "Early Termination Fee"). Please reference your Package Plan Agreement for details regarding any Early Termination Fee that may apply.

3. CANCELLATION OF SERVICE

A. Continuation of Services. Your subscription to Services will automatically renew until you cancel your Services or we otherwise disconnect your Services, in each case as provided herein or in any applicable Package Plan Agreement.

B. Cancellation Policies. You may cancel your Services for any reason at any time by notifying us at the phone number, e-mail address or mailing address set forth at the top of this Agreement. Please be aware that certain Package Plan Agreements have an optional or mandatory term commitment period and if you cancel your Services prior to the expiration of an applicable optional or mandatory term commitment period, certain early termination or cancellation fees may apply.

C. Disconnection of Services. In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network may disconnect your Services if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any applicable Package Plan Agreement; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such Equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under this Agreement or any applicable Package Plan Agreement; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) you commence any act or filing of bankruptcy or bankruptcy proceedings are commenced against you.

D. No Credits. If your Services are cancelled or disconnected for any reason, you still must pay all outstanding balances accrued, including without limitation, any applicable fees. Except in certain limited circumstances, charges for Services, once charged to your account, are non-refundable, and no refunds or credits will be provided in connection with the cancellation of Services. If you received a discounted price due to a promotion, and you cancel prior to any applicable expiration of that promotion, you are not entitled to any refund or credit for the unused portions of such discounted price. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

4. EQUIPMENT

A. Equipment. In order to receive Services you must purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s) and applicable Smart Card(s), remote control(s), satellite antenna(s), and sometimes low noise block converter(s) with integrated feed(s) (collectively, "Equipment").

B. Additional Tuners and Receivers. We may choose to allow you to place additional receivers on your account. If we allow you to do so, each additional receiver will be authorized to receive the same Services as your initial receiver, subject to the limitations of your television equipment. All of your receivers must be located at the same residence and continuously connected to the same land-based telephone line and/or broadband home network. If you wish to receive Services at two different residential locations, you must open a separate account for each location, unless otherwise specifically authorized by DISH Network. You may not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residential location and connected to the same land-based telephone line and/or broadband home network. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

C. Smart Cards. Receiver(s) are equipped with a conditional access card ("Smart Card") inserted into a slot or otherwise installed in such receiver. Not all receivers with a Smart Card slot require a Smart Card for proper authorization. Smart Cards remain the property of DISH Network at all times and must be returned to us upon our request. Smart Cards are not transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our customer service center that your Smart Card has been lost, damaged, defective or stolen, we will replace it, unless there is evidence of unauthorized tampering or modification, and a Smart Card Replacement Fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery, in which case an Overnight Delivery Fee will apply.

D. DVR. DISH Network's digital video recorder ("DVR") products allow you to record programming in digital format. Total available recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming, or that any such programming will not be deleted from your DVR product. Most programming is the copyrighted material of the third party that supplies it; is protected by copyright and other applicable laws; and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it (except as permitted by the "fair use" provisions of the U.S. copyright laws).

E. Telephone/Broadband Connection. To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to the same land-based telephone line and/or a broadband home network. Failure to connect each receiver to the same land-based telephone line and/or a broadband home network may result in interruption or disconnection of Services. We may charge you a TV2 Receiver Connection Fee for each dual tuner receiver that is not connected to the same land based telephone line and/or a broadband network (as detailed in Exhibit 1).

F. Receiver Alterations. DISH Network may, through periodic downloads, alter the software, features and/or functionality in your DISH Network receivers; provide data and content to DVR products; store and remove data and content on the hard drives of DVR products; and send electronic counter-measures to your DISH Network receivers. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads. DISH Network may from time to time cease supporting one or more DISH Network receiver models.

G. Proprietary Components and Software. DISH Network receivers and Smart Cards contain components and software that are proprietary to DISH Network and its licensors. You agree that you will not try to reverse-engineer, decompile or disassemble, nor will you tamper with or modify, any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

H. Software License. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network, its licensors and/or its suppliers from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy of such software, in whole or in part. You may not reverse-engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license, and DISH Network, its licensors and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). Any attempt to transfer any of the rights, duties or obligations of this license is null and void. If you breach any term or condition of this license, this license will automatically terminate.

I. Stolen Equipment. If any of your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our customer service center by telephone or in writing immediately, but in any event not later than three (3) business days after such removal, to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

5. LEASED EQUIPMENT

A. Lease Terms. We may choose to lease certain Equipment to subscribers. Unless otherwise specified in an applicable Package Plan Agreement(s), such Equipment (including without limitation, the LNBFs, but not the satellite antenna), shall at all times remain the sole and exclusive property of DISH Network, and we may provide or replace leased Equipment with new or reconditioned Equipment at any time, and upon cancellation or disconnection of your Services, remove or require the return of such Equipment. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your real property. We may make such filings and recordings that we may consider necessary to evidence our ownership rights in such Equipment, and you agree to execute any and all documents that we may consider necessary for us to make such filings. Our ownership of such Equipment may be displayed by notice contained on it. You have no right at any time to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment, or to tamper with or alter any notice of our ownership on such Equipment. Any reinstallation, return, or change in the location of such Equipment must be performed by DISH Network at our then-current service rates. You shall not attach any electrical or other devices to, or in any way alter, any such Equipment without our prior written consent. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Return of Leased Equipment. It is your responsibility to return all leased Equipment within thirty (30) days following cancellation or disconnection of your Services. You must call 800-333-DISH (3474) to receive a return authorization number and instructions regarding acceptable methods for returning the Equipment. Options to return your Equipment include, but are not limited to, the use of a shipping label and empty box provided by DISH Network by paying a Box Return Fee (as detailed in Exhibit 1) (which price is subject to change at any time) or scheduling a DISH Network in-home service call to remove the Equipment by paying a Service Call Fee (as detailed in Exhibit 1) charge (which price is subject to change at any time). Equipment will not be deemed returned until received by DISH Network. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, and in accordance with the procedures set forth herein, then you are responsible and must pay us certain charges as described in the Package Plan Agreement.

C. Defects and Damages. You must notify us immediately of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment must be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

Residential Customer Agreement

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. Provided however, if you lease Equipment or your account has an outstanding balance, then the withholding of consent to assign or transfer your Services shall not be deemed unreasonable.

7. LIMITATION OF OUR LIABILITY

A. INTERRUPTIONS AND DELAYS. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY INTERRUPTION IN ANY SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION: IF SUCH INTERRUPTION, DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES; THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S); A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT; ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US; OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

B. ALTERATIONS TO EQUIPMENT. NONE OF DISH NETWORK, ECHOSTAR OR OUR THIRD-PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY ALTERATION TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, REMOVING OR DISABLING FEATURES (SUCH AS THE ABILITY TO ACCESS THE INTERNET VIA A RECEIVER).

C. LOSS OF RECORDED MATERIAL. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION, ANY LOSS OR PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

D. NO WARRANTIES. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

E. CONTENT RESTRICTIONS. IT IS YOUR RESPONSIBILITY TO IMPOSE ANY PROGRAMMING, INTERNET OR OTHER CONTENT RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. NONE OF DISH NETWORK, ECHOSTAR, OUR THIRD-PARTY BILLING AGENTS, OR OUR AND THEIR AFFILIATES SHALL HAVE ANY LIABILITY TO ANYONE DUE TO, OR BASED UPON, ANY CONTENT (INCLUDING WITHOUT LIMITATION, ANY INACCURACIES, ERRORS IN OR OMISSIONS FROM SUCH CONTENT): (i) CONTAINED IN ANY OF THE SERVICES FURNISHED TO YOU; OR (ii) ACCESSED USING THE SERVICES OR EQUIPMENT FURNISHED TO YOU.

F. DAMAGES LIMITATION. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO: DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT; OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU; OR ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

8. LEGAL COMPLIANCE; PIRACY AND INFRINGEMENT; TRADEMARKS; PUBLIC RIGHTS OF WAY

A. Piracy. Receiving any portion of the Services without paying for them and/or any direct or indirect act or attempted act to engage or assist in any unauthorized interception or reception of any portion of the Services is a violation of various U.S. federal and state laws and of this Agreement. The penalties for violating such laws can include imprisonment and civil damage awards of up to $110,000 per violation.

B. Infringement. Section 605(e)4 of Title 47 of the United States Code makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punished in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. The Equipment may incorporate copyright protection technology that is protected by U.S. patents and/or other intellectual property rights. Use of such copyright protection technology must be authorized by DISH Network or its suppliers or licensors, and is intended for home and other limited pay-per-view uses only, unless otherwise authorized by DISH Network or its suppliers or licensors. Reverse engineering or disassembly is prohibited.

9. GENERAL

A. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your bill, as a bill insert, via broadcast on a television channel, through publication on the website set forth at the top of this Agreement, by telephone, or by any other reasonable means. If we send you notice by mail, on your bill or as a bill insert, it will be considered given the day after it is deposited in the U.S. mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth at the top of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first-class mail addressed to us at the mailing address set forth at the top of this Agreement, and shall be deemed given when received by us at such mailing address.

B. Physical Address/Change of Address. When setting up your DISH Network account, you must provide us with the physical address where your Equipment will be located and your Services will be provided. A post office box does not meet this requirement. You must give us immediate notice of any change of name, mailing address, telephone number, or physical address where your Equipment is located. You may do this by notifying our customer service center by telephone or in writing at the phone number, mailing address, or e-mail address set forth at the top of this Agreement.

C. Online Account Information. If you have an online account with us, you are responsible for maintaining the confidentiality of your account username and password and for all activities that occur under your account username and/or password. You must: (i) keep your account username and password confidential and not share them with anyone else; and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

D. Third-Party Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents may apply. For example and without limitation: (i) late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; (ii) our third-party billing agents may require that you to pay all past due charges for Services, a restart fee, and/or a prepayment before we reconnect your Services; and (iii) other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restoral fee and/or deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied first to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Please contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services. If your account is assigned to a third-party billing agent we will provide you notice of such assignment.

E. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation, acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Such credit checks may require you to provide DISH Network with your social security number. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any credit reporting agency. Please include in any such notice the specific item of dispute and why you believe the information reported is in error.

F. Applicable Law. This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

G. Remedies Cumulative. The rights and remedies provided under this Agreement to DISH Network in case of your default or breach of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach at law, in equity, under contract or otherwise (all of which are expressly reserved).

H. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change or override this Agreement. DISH Network may, however, change this Agreement at any time and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination will continue thereafter. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation, any applicable Package Plan Agreement, and except as provided to the contrary herein, all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, this Agreement replaces and supersedes any and all prior DISH Network Residential Customer Agreements in their entirety, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any ambiguity between this Agreement and any applicable Package Plan Agreement, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination concerning any issue arising from such ambiguity.

Residential Customer Agreement

EXHIBIT 1 - FEES

In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Package Plan Agreement, you agree to pay the fees listed in the table below ("Fees") if and when applicable. DISH may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain Fees may be available from time to time if you subscribe to certain programming packages and/or use certain Equipment. Additional Fees may apply for non-standard installations or if you upgrade your Equipment after installation. You may call 800-333-3474 to request an itemization of any cost that you will incur in order to purchase and/or lease or receive DISH equipment and/or DISH Services.

Type of Fee	Amount	Description of When Fee Applies
Monthly Fees		
Additional Receiver Fee* (*In determining the Additional Receiver Fee amount, the receiver with the highest associated fee shall be deemed activated prior to all other receivers on your account.)	$7.00	You have more than one (1) receiver on your account. Per additional high definition (HD) receiver.
	$10.00	You have more than one (1) receiver on your account. Per additional DVR receiver.
	$14.00	You have more than one (1) receiver on your account. Per additional Duo receiver.
	$17.00	You have more than one (1) receiver on your account. Per additional DuoDVR or SlingLoaded receiver.
Receiver Fees	$7.00	You have a Hopper 2000 receiver on your account.
	$7.00	You have a Joey 1.0 receiver on your account.
Whole Home DVR Service Fee	$4.00	You have a Whole Home DVR Hopper 2000 on your account.
DVR Service Fee	$6.00	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package. (If you have a HD Duo SlingLoaded DVR receiver on your account, a $10.00 fee will also apply.)
Protection Plan	$6.00	You participate in the Protection Plan.
DISH Pause	$5.00	You are eligible for and participate in DISH Pause.
Service Access Fee	$6.00	You subscribe to Racetrack TV but do not subscribe to applicable required minimum programming.
International Service Access Fee	$10.00	You do not subscribe to applicable required minimum programming.
TV2 Receiver Connection Fee	$5.00	You purchase or lease a dual tuner receiver and it is not connected to a phone line and/or a broadband network.
DISH 500 Upgrade Fee	$5.00	You receive Services in Alaska (AK) or Hawaii (HI).
Transactional Fees		
Agent Assist Fee	$5.00	You order PPV or make a credit/debit card or Bank Account payment over the phone with an agent.

Type of Fee	Amount	Description of When Fee Applies
External Hard Drive Activation Fee	$40.00	One-time fee charged if you have a ViP receiver and you choose to connect an external hard drive to that receiver.
Late Payment Fee	$7.00	You do not pay your bill in full on or before its due date (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Returned Payment Fee	$10.00	You make an EFT or check payment to DISH Network and it is subsequently returned.
Shipping and Handling Fee	$15.00	DISH Network delivers hardware to you via regular delivery. (A $20.00 Extended Delivery Fee also applies to AK, HI, Puerto Rico, or Virgin Islands.)
Overnight Delivery Fee	$20.00	DISH Network delivers an item to you via overnight delivery (not available in Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands).
Box Return Fee	$17.00	DISH Network delivers return boxes and labels to return leased equipment.
Smart Card Replacement Fee	$50.00	We replace your Smart Card because it was lost, damaged, defective or stolen, as long as there is no evidence of tampering or modification.
Out of Warranty Receiver Replacement Fee	$75.00	You need to replace or repair an out of warranty receiver.
Service Call Fee	$95.00	We send a certified technician to you.
Programming Change Fee	$5.00	You change your programming selection in 30 days or less from the same service being added (but not regarding adult programming).
	$20.00	Changes to your programming selection include adult programming.

FCC COMPLIANCE

⚠ The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant RJ-11 telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your TV distribution equipment. There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters and amplifiers. You must be careful to meet certain FCC regulations with respect to the isolation between the antenna port and the network port of your system. It is recommended that you purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer.

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Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **System Info** screen (see *Ordering Your Program Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Remote Control Settings

	Remote Control
Remote Control Address (SAT Mode)	
TV Code (TV Mode)	
DVD or VCR Code (DVD Mode)	
Auxiliary Code (AUX Mode)	

TV Input/Channel Settings

	TV
TV Input/Channel	