Getting Started with dish

ViP® 211 • ViP 211k • 411 • ViP 222 • ViP 222k • ViP 612 • ViP 612c• ViP 622 • ViP 722 • ViP 722k

Remote Functions



Remote image may vary.

SAT Mode
Correct mode for operating your DISH system.

TIP: Press and release the SAT mode button to ensure you are in the proper mode for controlling your receiver.

Menu
Access features and settings, including Parental Controls, Favorites Lists, Customer Support and more.

Recall
Go back to the last channel viewed.

Info
Display additional program info.

(*)/Format
Change the shape of the picture on your TV screen to match the frame size of the program you are watching.

Guide
Display current and future TV program listings.

Cancel
Go back one on-screen menu at a time. (Note: This may not be the previous screen you were viewing.)

View Live TV
Return to watching live TV. Also exits all on-screen menus.

DVR Controls
See the *Getting Started with Your DVR* guide for further instructions on how to use your DISH DVR.

Dual-TV Receiver

If you have a dual-TV receiver, one receiver independently operates two TVs:

TV1 has a **GREEN** remote key and is in the room with the receiver.

TV2 has a **BLUE** remote key and is in the room without the receiver.



1. Turning Your TV On and Off

a. Start with your TV and DISH receiver **OFF**.

b. To turn your TV **ON**, press and release the red TV POWER button on your **DISH remote**.





The screen saver appears whenever your receiver is **OFF** *to remind you that your TV is still* **ON**.

c. To turn your TV **OFF**, press and release the red TV POWER button on your **DISH remote** again.

2. Turning Your Receiver On and Off

a. Start with your TV **ON** and DISH receiver **OFF**.

b. To turn your receiver **ON**, press and release the red POWER button on your **DISH remote**.





A TV picture appears.

c. To turn your receiver **OFF**, press and release the red POWER button on your **DISH remote** again.

3. Staying on the Correct TV Input or Channel

Your TV needs to remain on the correct input or channel to watch your DISH service. If your TV is not on the correct input or channel, your TV may display a black, blue, or snowy screen, depending on your TV. The correct input or channel for your TV may be noted on a sticker on the back of your DISH remote or below.

Receiver #1 _____

TV1: ROOM _____ INPUT/CHANNEL _____

TV2: ROOM _____ INPUT/CHANNEL _____

Receiver #2 _____

TV1: ROOM _____ INPUT/CHANNEL _____

TV2: ROOM _____ INPUT/CHANNEL _____

How You Might Get On the Wrong Input or Channel:

- Changing the input on your TV to operate a DVD player or video game system
- Changing your TV input or channel using your TV remote or the TV itself
- Pressing the INPUT or CHANNEL buttons with your DISH remote when you are not in SAT mode
- Power outage causing your TV to get off the correct channel or input

4. Fixing a Black, Blue, or Snowy Screen

For demonstration only

Get your TV **OFF** the correct input or channel by pressing and releasing the CHANNEL UP button on your **TV remote** or the TV itself. (If you are already on a black, blue, or snowy screen, skip to 4a.)



A black, blue, or snowy screen appears.

a. Get your TV back **ON** the correct input or channel:

If TV1: Cycle your TV through its inputs by pressing the INPUT, SOURCE, or TV/VIDEO button on your **TV remote** or the TV itself.

If the picture is not restored, change your TV to channel 3 or 4 using your **TV remote** or the TV itself.



A TV picture appears.

- OR -

If TV2: Tune your TV to channel 60 or 73 using the buttons on your **TV remote** or the TV itself.

b. Once your TV picture is restored, press and release the SAT mode button on your **DISH remote** to ensure you're in the proper mode for controlling your receiver.





The SAT button lights up.

5. Changing Channels

There are three ways to change channels on your receiver.

Type a channel number using the number buttons on the keypad.



- OR -



The TV channel changes.

Press and release the CHANNEL UP/DOWN buttons.



- OR -



The TV channel changes.

Use the Program Guide.

a. Press and release the GUIDE button.





The Program Guide appears.

b. Press and release the CHANNEL UP/DOWN or the PAGE UP/DOWN buttons to highlight the channel you want to watch.





The Program Guide moves up or down.

c. Press and release the SELECT button.





The TV changes to the highlighted channel.

6. Selecting a Favorites List to Display on Your Program Guide

For your convenience, three Favorites Lists have been pre-programmed:

All Chan – Displays all DISH channels
All Sub – Displays all channels you subscribe to
All HD – Displays all HD channels available

a. Press and release the GUIDE button until the Favorite List Options screen appears.





The Favorites List Options screen appears.

If this screen does not appear, please:
- Press the MENU button.
- Select "Preferences."
- Select "Favorites."
- Select "Guide Popup."
- Select "Done" and then go back to step 6a.

b. Press and release the CHANNEL UP/DOWN buttons to choose the Favorites List you would like to see, then press and release the SELECT button.



The Program Guide indicates which list you are on. If you are on the All Chan or All HD list, channels shown in red or green are not included in your subscription.

7. Exiting On-Screen Menus

When you're in an on-screen menu, it's easy to exit the on-screen menu and return to the program you were watching.



The TV is on a menu screen.

a. To exit an on-screen menu, press and release the VIEW LIVE TV button.





The menu screen is exited and a TV picture appears.

TIP: The Cancel button on your DISH remote is another option for exiting one on-screen menu at a time.

Additional Tips

Setting Parental Controls:

a. Press and release the MENU button and then select "Locks."
- To lock all adult channels, select "Hide Adult."
- To lock all PPV channels, select "Lock PPV."
- To lock specific channels, select "Channel Locks."
- To lock a channel based on rating, select "Ratings Locks."
  - *Note that if you lock channels with an NR/AO rating, you may inadvertently lock certain news or other programs that are not rated.*

b. When you are done, press "Lock System" and set/use a password for any of the above locks to take effect.

Setting Closed Captioning:

a. Press and release the MENU button and then select "Preferences."
b. Select "Closed Caption."
c. Select "Caption On/Off."
d. Select "CC is On."
e. Select "Done."

Troubleshooting:

75% of all technical problems that an agent can help you with can be solved by following these five easy steps:

1. Make sure your DISH remote is in SAT mode.
2. Make sure your TV is on the correct input/channel.
3. Make sure you're on the correct Favorites List.
4. Check for anything obstructing the signal to your satellite dish, such as tree branches, severe rain, or snow build-up. If it is safe to do so, remove the obstruction or wait for it to pass.
5. Reset your receiver by unplugging it from the wall for 10 seconds. Plug it back in and turn it back on.

Where to go for additional information:

- mydish.com/support
- Channel 101
- 

PN 197457