DISH
HDTV DVR 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)

196828

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 CONTROLS, 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 ViP®722k DVR receiver, and software models ViP722k. This *Guide* may cover other devices, not listed here.

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Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Corporation, 100 Inverness Terrace East, Englewood, Colorado 80112*.

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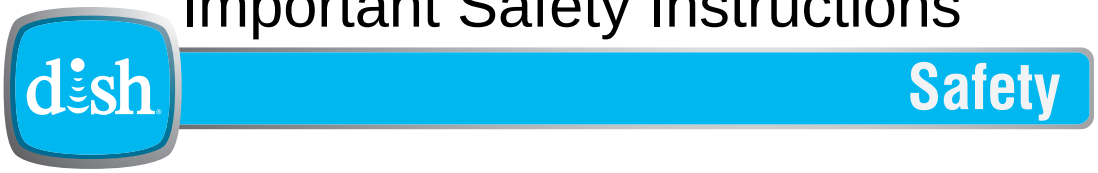
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Important Safety Instructions



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. Use only attachments/accessories specified by the manufacturer.
12. Unplug this 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.



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.
- Always turn the receiver off, unplug it and let it sit for at least 30 seconds before moving it.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.

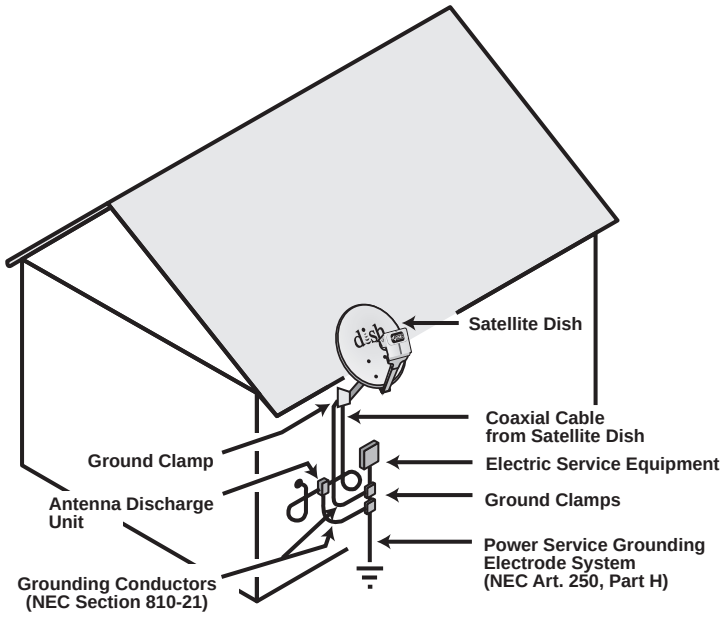


On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/ viewing restrictions apply to avoid this problem, and associated TV warranty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

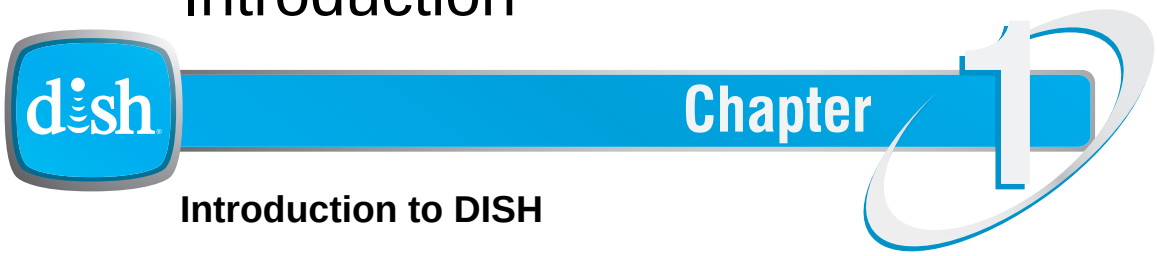
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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.



Introduction



Introduction to DISH

What you'll find in this chapter:

- WELCOME
- HOW TO USE THIS USER GUIDE
- ABOUT YOUR DISH ACCOUNT
- WATCHING TV NOW
- ADDITIONAL SERVICES
- ABOUT SATELLITE TV RECEPTION
- WHY CONNECT TO A PHONE LINE OR BROADBAND
- 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.

Your new DISH Digital Video Recorder (DVR) receiver has two built-in satellite TV tuners for record and playback in standard or high definition. In addition, an optional over-the-air tuner module is also available. After installing this optional module (see *Modulator Setup* on page 98), you can watch and record programs on channels received over the air, selecting them from the Program Guide much the same way you do with satellite channels. Additionally, the DVR features and a host of other functions make your new receiver one of the most versatile and exciting devices in home entertainment.

This satellite receiver lets you decide how you watch TV. You can record and play back audio and video with full digital quality. You can pause a live program and not miss any of the action, or you can record a program to watch later without a VCR.

HOW TO USE THIS USER GUIDE

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

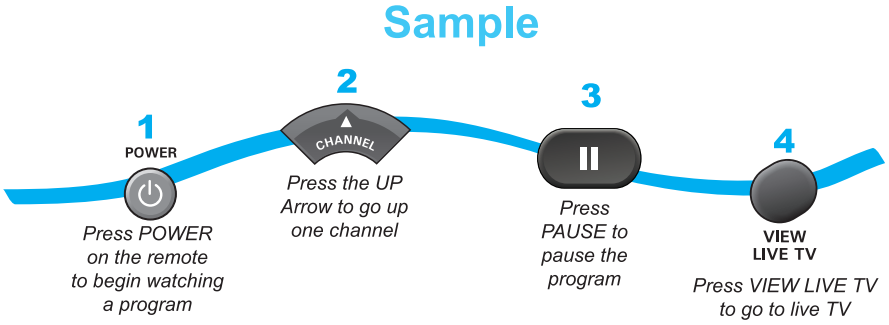
Guide Overview

The information in this guide is separated into several chapters to make it easy for you to find exactly what you're looking for:

- *Chapter 1: Introduction* gives you a brief overview of DISH and your receiver.
- *Chapter 2: Receiver & Remote Controls* explains the basic features of your system and how to use the remote controls, front panel buttons, and back panel connections.
- *Chapter 3: Finding Programs to Watch* describes how to change channels and look for programs.
- *Chapter 4: Pay-Per-View* shows you how to order and watch Pay-Per-View events and DISH On Demand programming.
- *Chapter 5: Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6: Locks* explains how to set locks and passwords for parental controls.
- *Chapter 7: Interactive TV* describes how to use the Dish**HOME** Interactive TV features of your satellite TV system.
- *Chapter 8: Digital Video Recording* explains how to use the integrated recording features of your satellite TV receiver to maximize your viewing pleasure.
- *Chapter 9: Record Future Programs* shows you how you can set your DVR receiver to record and then play back your favorite programs when you want to watch them.
- *Chapter 10: Remote Control Setup* contains instructions for programming your remote to control your satellite receiver and equipment like a TV, VCR, or DVD player.
- *Chapter 11: Receiver Customization* shows you how to customize your receiver.
- *Chapter 12: Connections and Setup* explains how to connect your satellite receiver to your TV, as well as to other equipment, such as a VCR or DVD payer.

Guide Conventions

- The labels of the remote-control buttons are all in capital letters.
  Example: Press SAT.
- Select means to move the highlight to an on-screen option or choice in a menu list and then press the SELECT button on the remote control.
  Example: Select the **Locks** option.
- This user guide uses HD to refer to high definition and SD for standard definition.
- Where this guide mentions nearby TV, it is referring to TV1, the TV nearest the receiver. The nearby TV receives TV1 menus and programming from the receiver's TV1 outputs and is connected using relatively short audio/video cables.
- Where this guide mentions remote TV, it is referring to TV2, one or more TV(s) located away from the receiver, often in other rooms. The remote TV receives TV2 menus and programming from the receiver's TV2 outputs through your in-home coaxial system.
- Where this guide mentions a remote control, it usually refers to either Remote Control 1 when viewing a nearby TV or to Remote Control 2 when viewing the remote TV(s). If a specific remote control must be used, then this guide will refer directly to Remote Control 1 or Remote Control 2.
- The instructions in this guide are shown in 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.

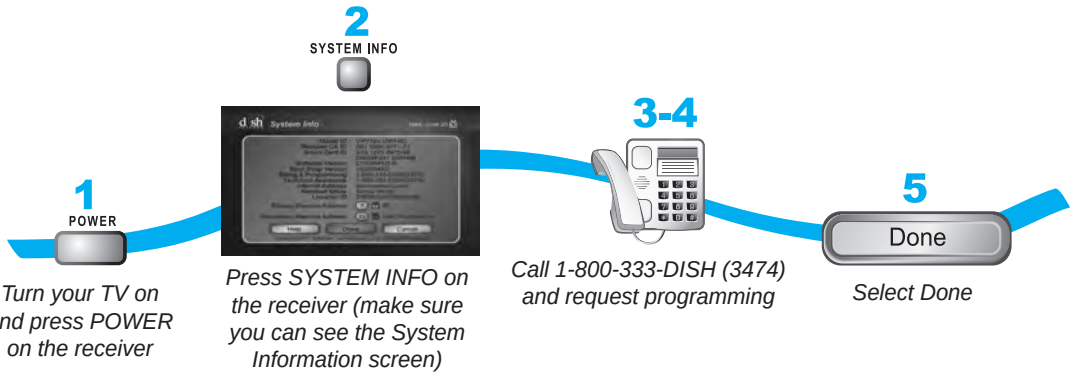


About Your DISH Account

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 DISH receiver, you must order your programming packages.



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 Information menu on the nearby TV screen.
3. Call 1-800-333-DISH (3474) and tell the Customer Service Center representative that the system has been installed and you would like to begin receiving services. A representative will explain the available programming packages. Give the representative information from the System Information screen displayed on the nearby TV, as requested.
4. The representative will send a signal via the satellite to activate your services. This process usually takes just a few minutes.
5. If the System Information menu screen is still displayed, 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/my account.
- Press MENU on your remote control and then select **My Account**.
- Call the Customer Service Center for DISH at 1-800-333-DISH (3474).

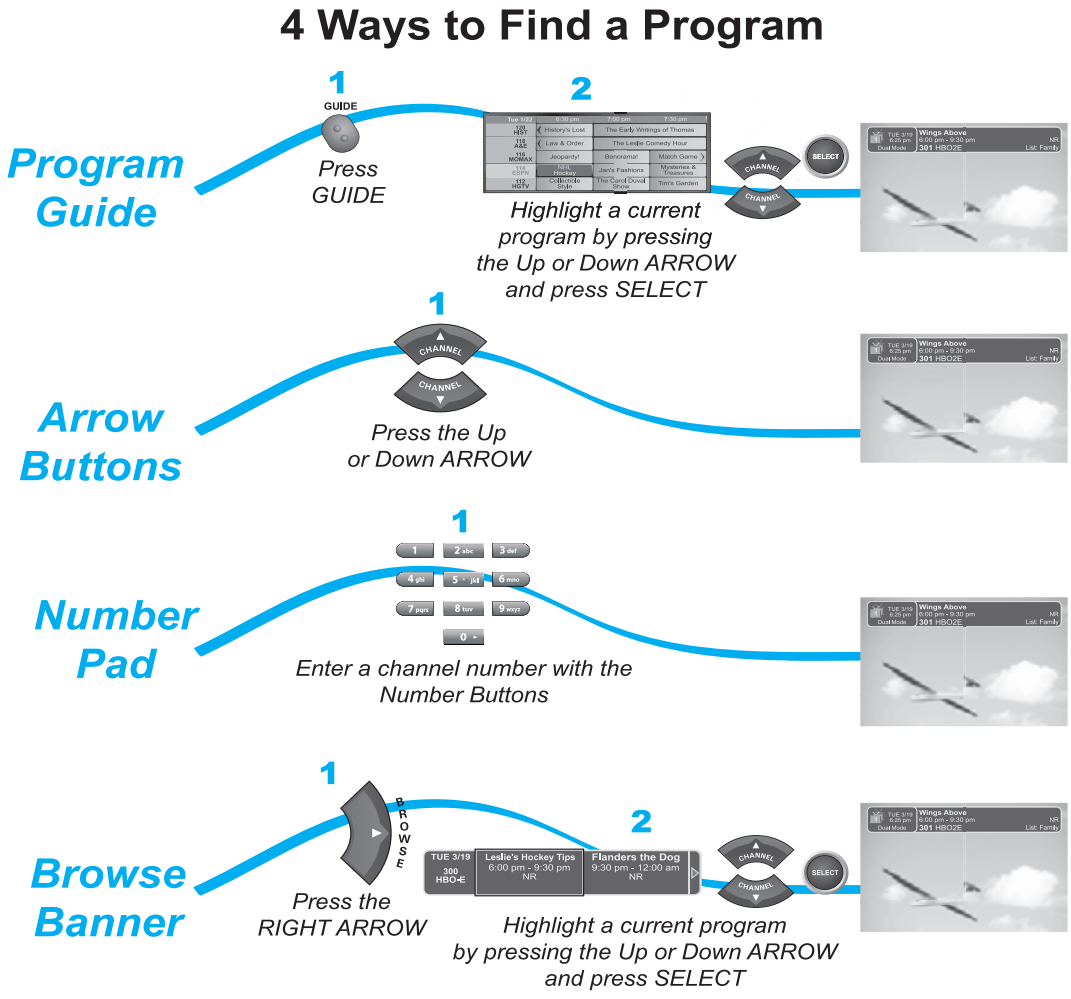
Note: Additional authorization may be required before certain types of programs and/or optional over-the-air broadcasts can be viewed; certain additional fees may apply.

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, pause live TV, and record your favorite shows.

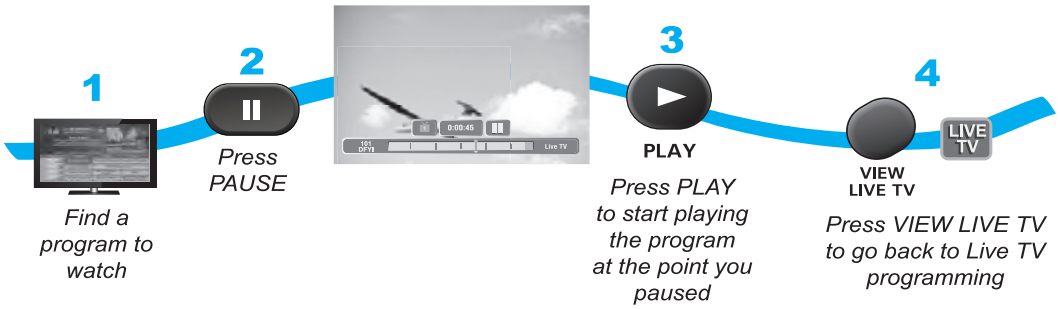
Finding a Program to Watch

If you want to know more about watching TV, see *Chapter 3: Finding Programs to Watch* starting on page 25.



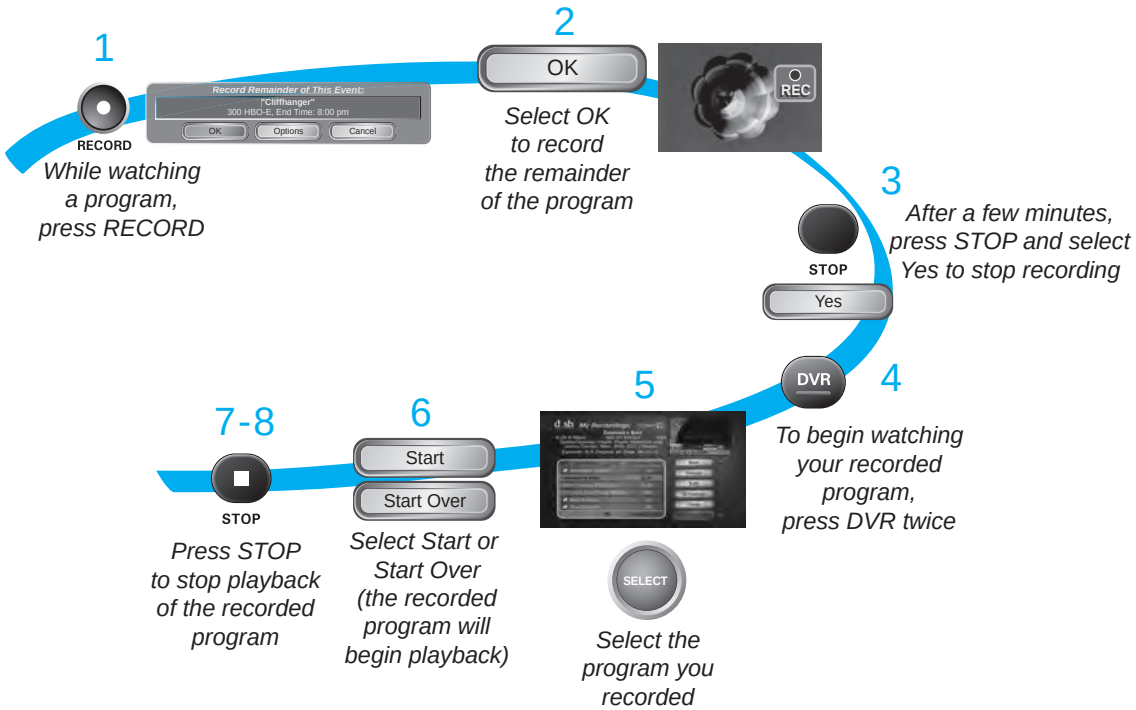
Pausing Live TV

Here's something you can't do with regular old TV: pause live TV because someone's at the door or calling you on the phone, or there's something else you have to do right now. For more about the pause feature of your receiver, see *Pausing a Program* on page 56.



Recording and Playing Back a Program

Take this tour to learn how to make basic recordings of your favorite shows. For more about the DVR features of your receiver, see *Chapter 8: Digital Video Recording* starting on page 55.



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. For details on ordering Pay-Per-View events, see page 34. Be sure to connect your receiver to an active phone line or broadband Internet connection before you order a Pay-Per-View event (see the instructions on page 120). For more information on connecting your receiver to your broadband service, visit the mydish.com/getconnected website.

DISH On Demand

Enjoy movies and other programming any time without perusing schedules, waiting around for programs to get started, and without leaving your own home.

DishONLINE

DishONLINE lets you download movies and other programs to the satellite receiver if it is connected to a broadband Internet connection. For steps to connect your satellite receiver to the Internet, refer to *Connecting a Broadband Internet Connection* on page 122. For steps to order DishONLINE programs, refer to *DishOnline.com* on page 36. For more information, go to the mydish.com/dishonline website.

DishHOME

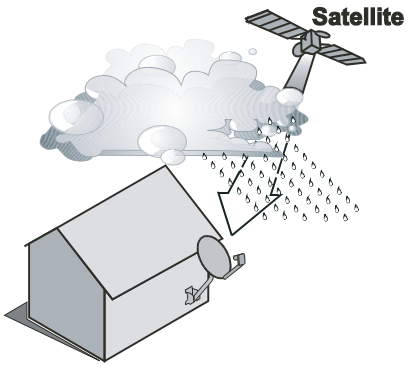
At Dish**HOME** (press DISH on your remote control), you'll find news, sports, weather information, TV and movie buzz, customer service, games, and more.

About Satellite TV Reception

Satellite television service uses satellites in a stationary orbit over the Earth to deliver TV 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 has been aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

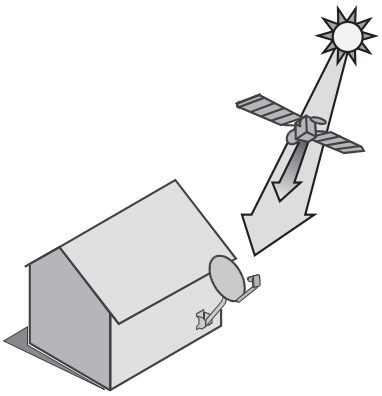
Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation will help prevent rain and snow from interrupting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



Why Connect to a Phone Line or Broadband

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 will be able to order pay-per-view programs using your remote control, use all of the Dish**HOME** Interactive TV features, and other DISH services (see the instructions on page 120). A connected phone line also supports the Caller ID feature of your ViP-series receiver (see the instructions on page 102).

Your satellite receiver can be connected to your broadband home network. Currently this connection allows you to order additional content not usually available through your satellite TV package, and you can order Pay-Per-View events using your remote control (if you do not connect a phone line to your receiver). See the connection instructions on page 122, and more information about DishONLINE on page 36**.**

Moving On-screen Logo

Whenever the receiver is turned off using the remote control or front panel POWER button, you will see the DISH logo and helpful tips still displayed 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 front panel or remote control to resume watching satellite TV programming. Make sure you are using the correct remote control for your current TV-viewing location.





TIPS

- **Always have the latest software**—Press POWER to turn off the receiver when you're not using it. This way, the satellite can send updated software and guide data.
- **Order Pay-Per-View programs and events with your remote control**—Keep an active telephone line connected to the receiver. Not only will you have Pay-Per-View ordering at your fingertips, but you'll also avoid any unnecessary charges.



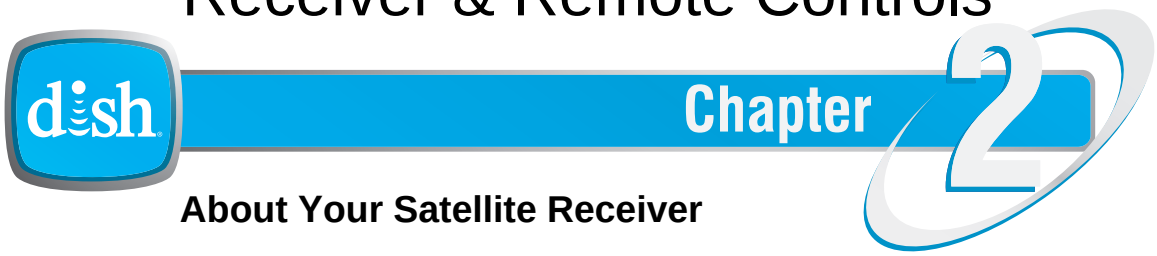
QUESTIONS

- **How do I find something to watch?** Refer to page 5. 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 watch those channels, call 1-800-333-DISH (3474) or visit the mydish.com/myaccount website.
- **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, nothing's wrong. DISH programming data may vary from what you'll find in a local TV publication. For best results, use the Electronic Program Guide (EPG) on your receiver or you can order *DISH Entertainment Magazine*.

Notes

Notes

Receiver & Remote Controls



About Your Satellite Receiver

What you'll find in this chapter:

- SATELLITE RECEIVER OVERVIEW
- DUAL AND SINGLE MODES
- REMOTE CONTROL
- SATELLITE RECEIVER FRONT PANEL
- SATELLITE RECEIVER BACK PANEL
- USING THE ON-SCREEN MENUS
- USING TEXT FIELDS

SATELLITE RECEIVER OVERVIEW

This section gives you an overview of your DISH satellite TV receiver system.

Satellite Receiver

This dual-tuner satellite receiver with integrated digital video recorder can view/record high-definition (HD) and standard-definition (SD) DISH programming on two TVs, or view/record over-the-air digital/HD broadcasts on the nearby HDTV.

- Nearby TV (TV1)—Connect to an HDTV to view SD and HD DISH programming and over-the-air digital/HD broadcasts. Programming from the receiver is delivered to the nearby TV using one or more audio/video interconnect cables.
- Remote TV(s) (TV2)—Connect to an SDTV to view SD and down-converted HD broadcasts. Programming from the receiver is usually delivered to the remote TV(s) using existing in-home coaxial cable connections.

Remote Controls

Two remote controls come with your receiver:

- Remote Control 1—An Infrared (IR) remote to control programming for the nearby TV (TV1). This remote control is labeled with a green number 1, which matches similar markings on the receiver output connections and the menus for the nearby TV.
- Remote Control 2—An Ultra-High Frequency Pro (UHF Pro) remote to control programming for a remote TV (TV2). This remote control is labeled with a blue number 2, which matches similar markings on the receiver output connections and the menus for the remote TV. Be sure to set up the remote control to operate the receiver (see page 75).

DUAL AND SINGLE MODES

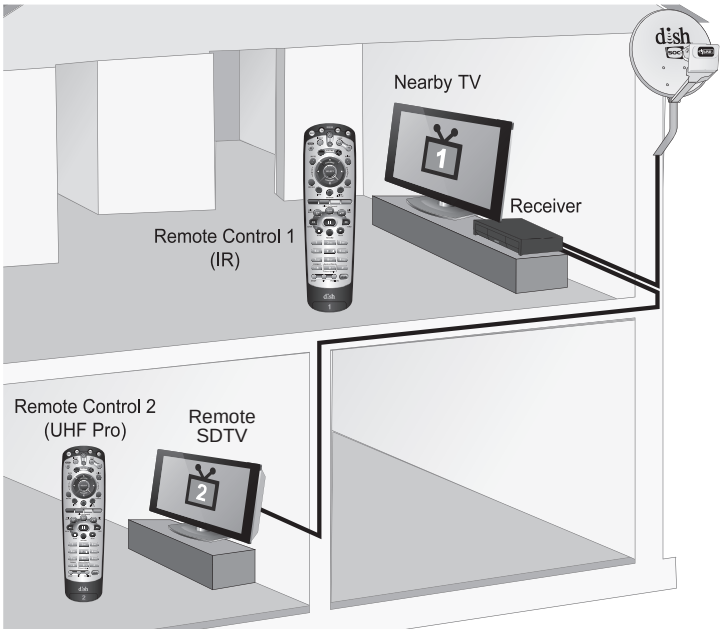
Your satellite TV receiver includes two modes of operation: Dual and Single. These modes increase your entertainment options because you'll be able to choose how and where you watch and record your favorite programs.

Dual Mode

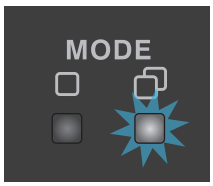
While in Dual Mode, you can use this dual-tuner satellite receiver to watch different programming in two separate locations:

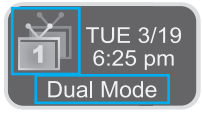
- Nearby TV—Programming from the receiver is delivered to the TV near the receiver using normal audio/video cables and is controlled using Remote Control 1. The nearby TV is also referred to as "TV1."

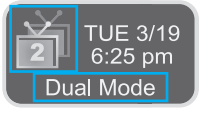
- Remote TV—Programming from the receiver is delivered to a TV located in another room using existing in-home coaxial cable and is controlled using Remote Control 2. Video displayed on the remote TV is always standard-definition (SD) resolution. High-definition satellite programming can be viewed on the remote TV; however, it is down-converted for viewing on the remote TV. The remote TV is also referred to as "TV2."



You can tell your receiver is in Dual Mode because the front-panel mode indicator will light and the menu and other screens will show Dual Mode in the corner (as shown below).

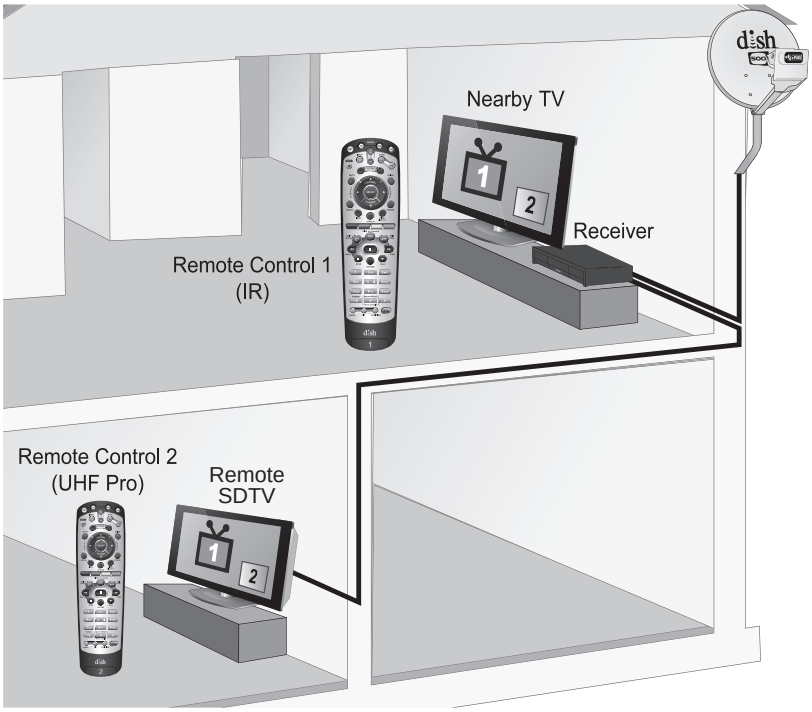




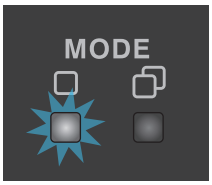


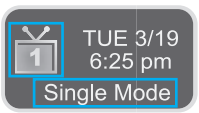
Single Mode

Single Mode provides dual-tuner receiver features—like Picture-in-Picture (PIP) and the ability to watch one live program while recording another—to all connected TVs.



Single Mode delivers the same programming to all of the TVs connected to the receiver and allows control by either remote control. The format of the programming displayed on the remote TV(s) is standard-definition (SD); high-definition (HD) resolution programming is displayed only on a compatible nearby TV. High-definition programming can be viewed at either TV location; however, such programs are down-converted for viewing on the remote TV. You can tell you are in Single Mode because the front-panel mode indicator will light and the menus and other screens will show Single Mode (as shown below).





Switching Between Dual and Single Mode

Put the satellite receiver in Single or Dual Mode by pressing the front panel MODE button. Keep the following items in mind when switching the satellite receiver between Dual and Single Mode:

	Dual Mode	Single Mode
Indications	Dual Mode front panel indicator lights.	Single Mode front panel indicator lights.
Recording	The Recording front panel indicator lights to show whether TV1, TV2, or both are currently recording.	The TV1 Recording front panel indicator lights when you are recording from one or both tuners.
Favorites Lists	Favorites Lists set up for both sets of outputs (TV1 and TV2) are available at their respective TV locations.	Only Favorites Lists set up for TV1 are available. The lists for TV2 are not lost, but simply unavailable while in Single Mode.
Locks	Locks set up for both outputs (TV1 and TV2) are available at their respective locations.	Locks set up only for TV1 are available. The locks for TV2 are not lost, but simply unavailable in Single Mode.
Closed Captioning	Closed Captioning (CC) for HD and SD programming is available on TV1. CC from only SD programming is available on TV2 (CC also must be enabled on the TV itself).	Closed Captioning from the receiver is available on both sets of outputs (TV1 and TV2).

Note: If you press the MODE button on the front panel and someone is viewing the remote TV(s) while the receiver is in Dual Mode, you will see a popup on the nearby TV warning you that you are about to disrupt the use of the TV2 output(s).

Remote Control

The two included remote controls give you access to all the features of your satellite TV receiver. You can set up each remote to control the satellite receiver and as many as three other devices (see page 78). These devices can be a TV, a DVD player (VCR or Blu-ray disc player), and a third auxiliary device (such as an audio component or even a second TV receiver).

This section describes how to use the various features on the two types of remote controls included with your satellite TV system.

Types of Remote Controls



Remote Control 1 uses infrared (IR) signals to:

- Control the receiver's TV1 menus for the nearby TV in Dual Mode.
- Control the satellite TV receiver in Single Mode.

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

Remote Control 1 uses IR signals to control the TV receiver and other devices it is programmed to operate.

This remote control is identified by the green number 1 at the bottom of the remote control.



Remote Control 2 uses UHF Pro (radio-frequency) signals to:

- Control TV2 menus for the remote TV(s) in Dual Mode.
- Control the satellite receiver in Single Mode.

UHF Pro signals can travel relatively long distances and go through walls and other solid objects.

To use Remote Control 2 to control the receiver, you must connect the remote control antenna to the receiver back panel (see page 17).

Remote Control 2 still uses IR signals to operate other devices programmed into the remote control. You must point the remote control directly at these other devices, with no objects blocking the line of sight.

This remote control is identified by the blue number 2 at the bottom of the remote control.

Remote Control Batteries



The remote control comes with four AAA batteries. When you replace old batteries, you should replace all of the batteries. Use batteries of the same type together, for example, all alkaline or carbon zinc. Don't mix batteries of different chemistries. Alkaline batteries last longer than carbon zinc.

1. Press down on the dimple at the top of the battery cover on the back of the remote control and slide off the cover.
2. Take out all four of the old batteries.
3. Put in the new batteries. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Slide the battery cover back into place on the back of the remote.

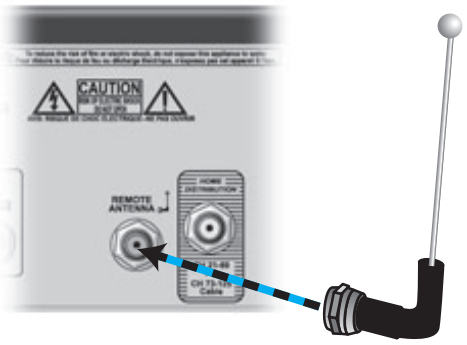
Low Battery Warning

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.



Attach the Remote Control Antenna

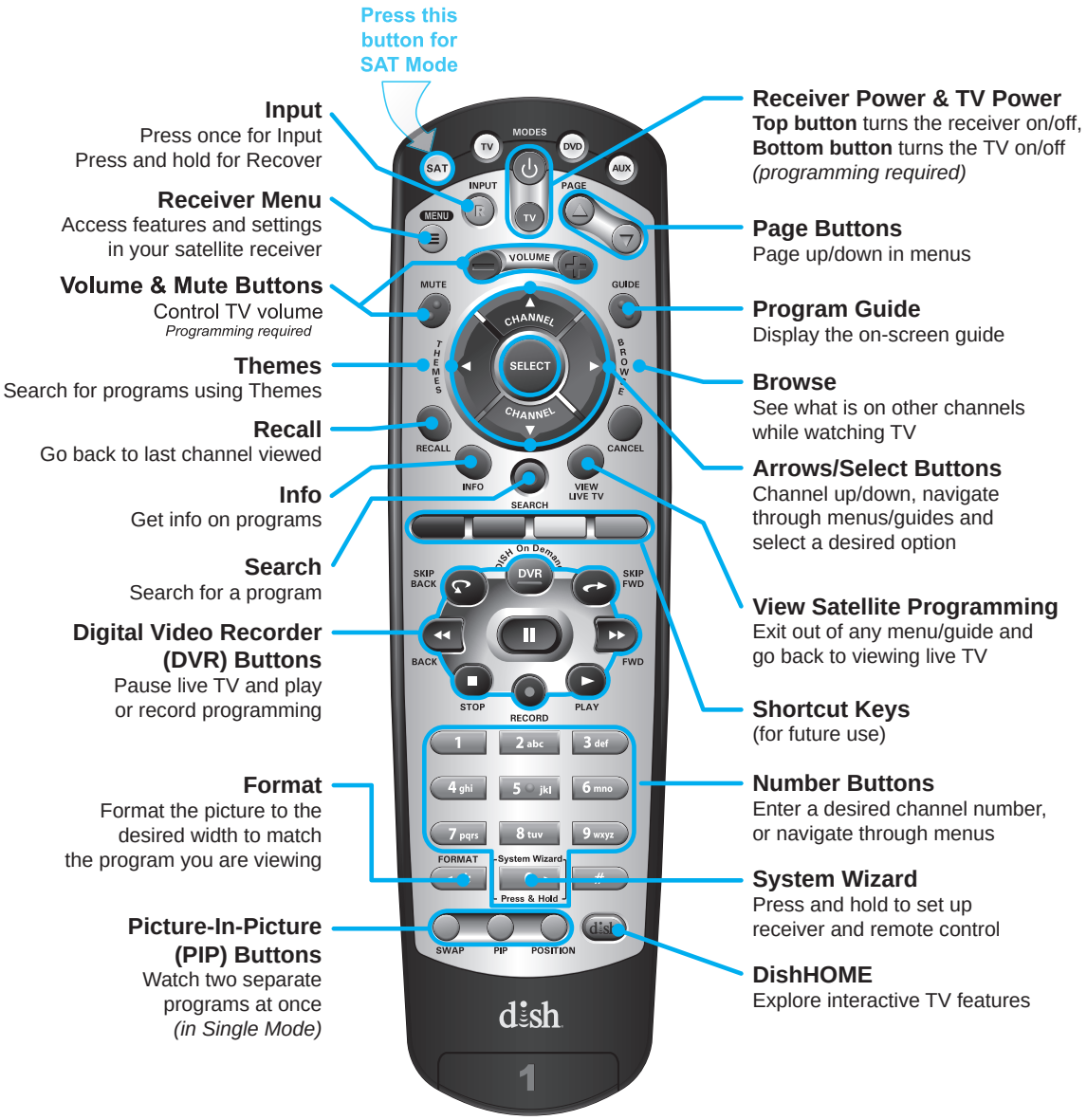
Attach the remote control antenna to the **REMOTE ANTENNA** connection on the receiver's back panel so you can use your UHF Pro Remote Control 2. Without the remote control antenna attached, you cannot use this remote to control the receiver. See *Adjusting the Remote Control Antenna* on page 76 for more detailed information about improving the performance of your UHF Pro Remote Control 2.



Remote Control Buttons

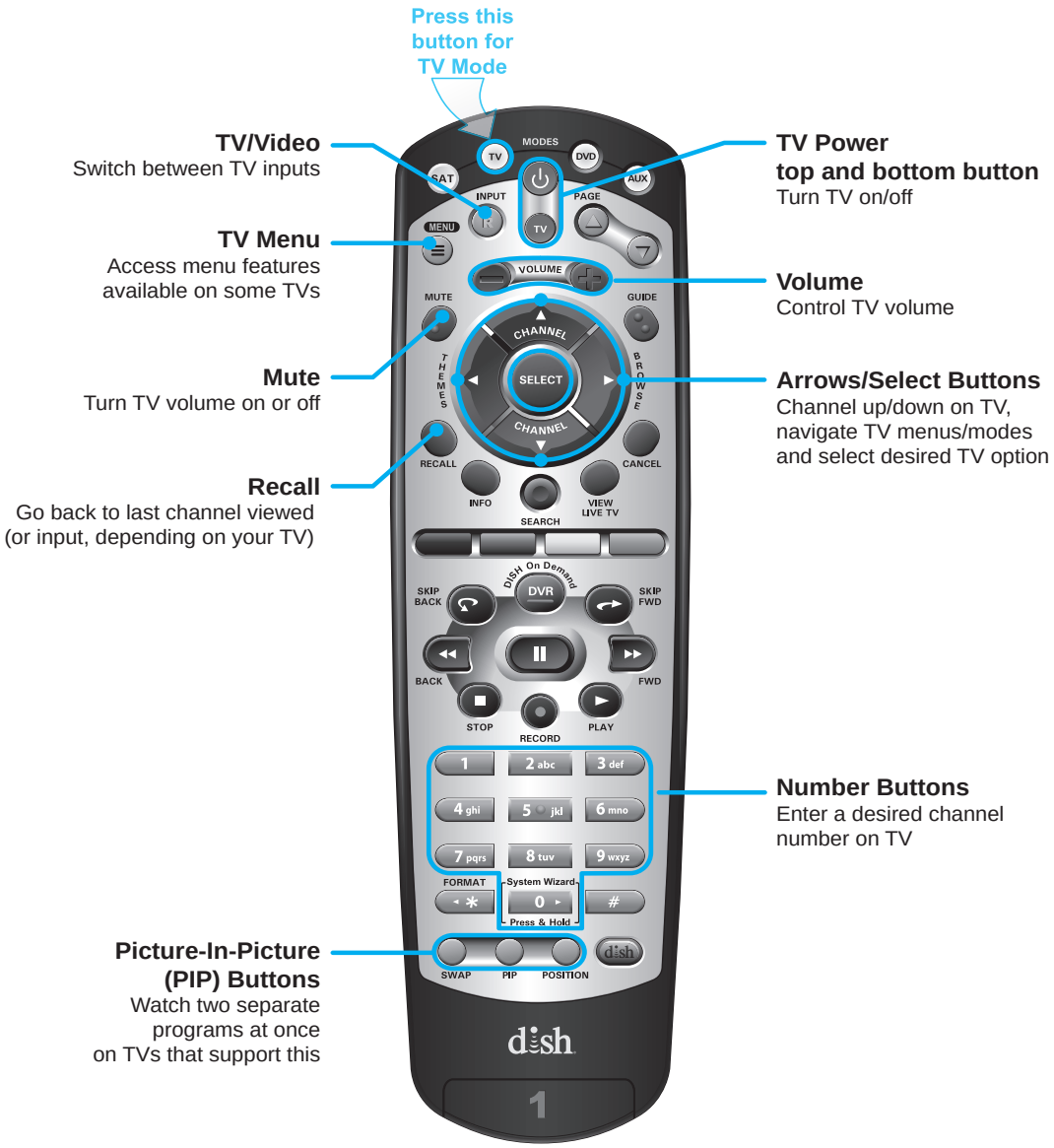
SAT Mode

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



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.



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

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 or Blu-ray Disc player. Remote programming is required.



Input
Switch VCR between its TV and videotape mode

Back
Reverse a DVD or videotape

Stop
Stop playing or recording a videotape, stop playing a DVD

Record
Record on a videotape

DVD/VCR Power & TV Power
Top button turns the DVD player/VCR on/off, **Bottom button** turns the TV on/off

Arrows/Select Buttons
Channel up/down on your VCR, navigate through DVD or VCR menus, and select desired option

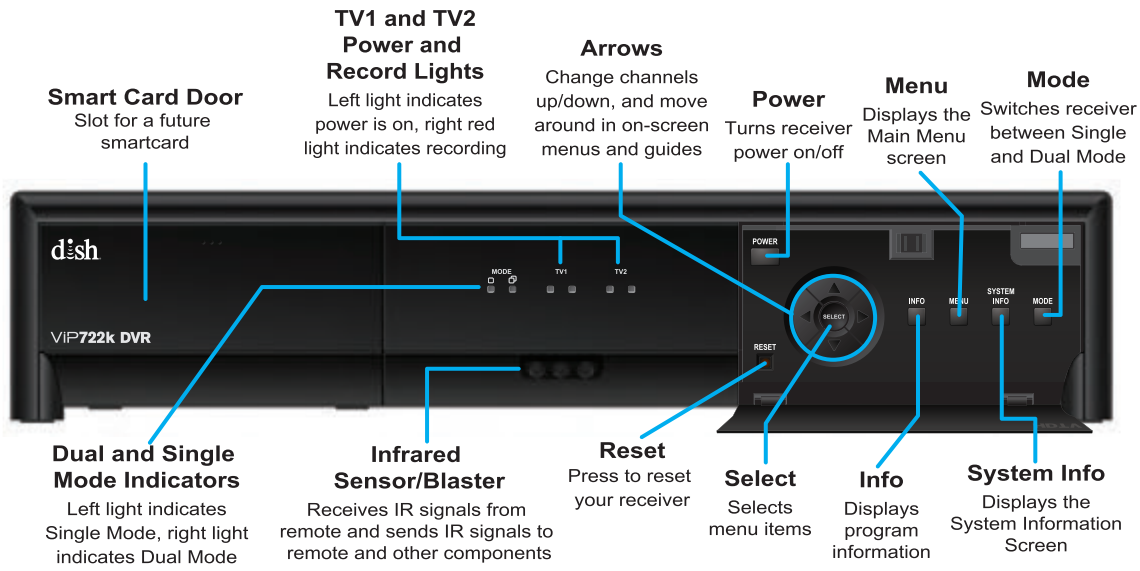
Pause
Pause a DVD or videotape

FWD
Forward a DVD or videotape

Play
Play a DVD or videotape

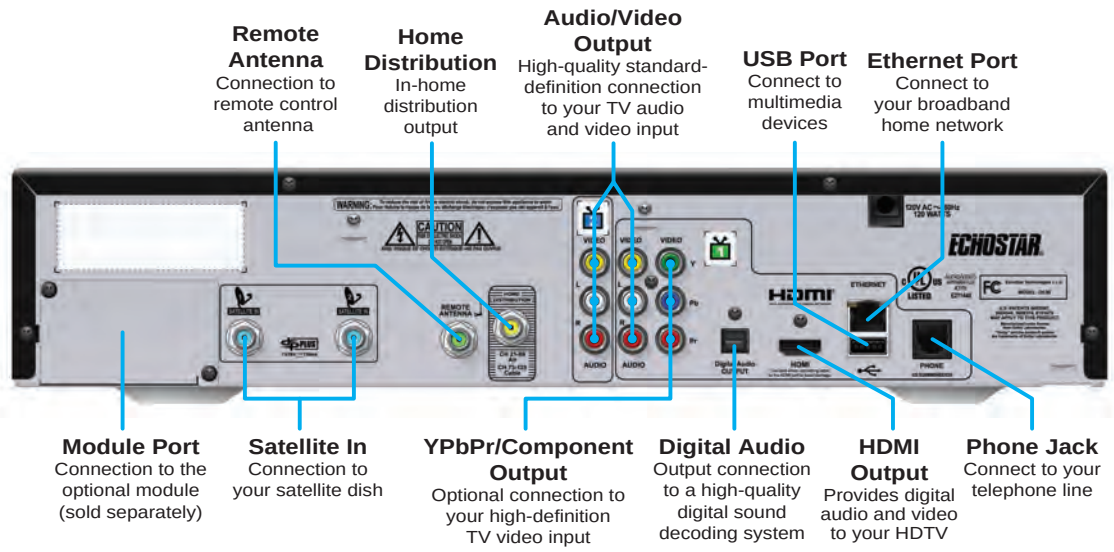
Number Buttons
Enter a desired channel number on your VCR, or navigate through DVD or VCR menus

Satellite Receiver Front Panel



Note: Your receiver may look slightly different than the unit shown above.

Satellite Receiver Back Panel



Note: Your receiver may look slightly different than the unit shown above.

USING THE ON-SCREEN 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 parental controls and locks, choosing a program, or creating a favorites list.

Open and Close Menus

You can open the menus in either of two ways:

- Press the MENU button on the receiver front panel or remote control to open the Main Menu, then access 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 screen and return to watching a program, press VIEW LIVE TV.

Highlighting Menu Options

Use the remote control ARROWS to move the on-screen highlight to the menu option. When you move the on-screen highlight to an option, the name becomes orange.

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:

- Move the highlight to the menu option using the remote control ARROWS. In the example, the option for the **Program Guide** is highlighted.Then press SELECT.
- If the option has a number next to it, press the matching number button on the NUMBER PAD of the remote control. When you use the NUMBER PAD button, your choice both highlights and selects the option.



List of Choices in the Menus

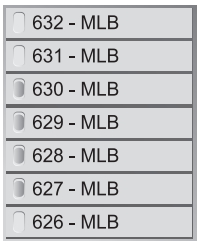
When you make a choice in a list, the receiver does not apply the change until you select **Save** or **Done** on the screen. If you do not want to save any changes, select **Cancel** to discard all the changes made in the current menu.

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) also 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 the VIEW LIVE TV button.
- If you want to return to the previous menu, press the CANCEL button.
- If you do nothing in the menu for a few moments, the menu will close automatically, discarding any changes you have made in that menu.

USING TEXT FIELDS

When you use some of the features on your receiver, you might be required to enter information, such as the name of a movie when using the Search feature, into areas on the screen called text fields. There are two basic ways for you to enter this information:

- Using the On-Screen Keyboard.
- Pressing the remote-control NUMBER PAD buttons.

Using the Virtual Keyboard



Use the virtual on-screen keyboard letters and numbers to type in the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard on screen. Press SELECT to choose each character.

Using the Number Pad



Use the letters printed with the NUMBER PAD digits on the remote control—just like on some phones—while the highlight is in the field. For example, when looking for the channel and times to watch *Extra* you press the 3 button two times for an E, the 9 button two times for an X, 8 one time for an T, the 7 button three times for an R, and 2 button one time for an A, to type in the word “Extra”

While in the Text Field

When the cursor is in the text field:



- Press the LEFT ARROW to delete characters.



- Press FORMAT/* to backspace without deleting characters.



- Press 0 to enter a blank space character, such as between words.



- Use the RIGHT ARROW to move forward without deleting characters.



TIPS

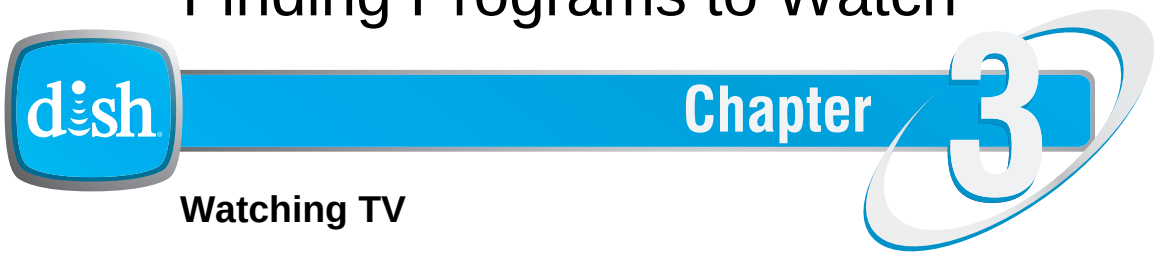
- You can use the Front Panel Locks to prevent the mode from being changed accidentally. See page 51 for instructions on how to use this feature.
- To turn off the TV2 outputs, you must press the POWER button on Remote Control 2.
- When the receiver is in Dual Mode, use Remote Control 1 to control TV1 menus on the nearby TV; use Remote Control 2 to control TV2 menus on the remote TV(s).
- If you would like to put the receiver in a remote location (such as inside a closet or cabinet), be sure to get the replacement remote control that uses UHF Pro signals (instead or in addition to IR) to control TV1. Call your DISH retailer or visit www.mydish.com, select Products under Upgrades, and then Remotes & Accessories.
- To use Remote Control 2, be sure to attach the Remote Control Antenna to the connection on the back of your receiver. See page 17 for more details.
- On Remote Control 2, press the FORMAT(*) button to change the aspect ratio (image shape displayed) for any HD programming being shown on the remote TV(s).



QUESTIONS

- **Why would I want to put the receiver in Single Mode?** When the satellite receiver is operating in Single Mode, you can use the Picture-in-Picture (PIP) functions.
- **How can I watch and use the DVR functions on the same program on all of the TVs in my house?** Put the receiver in Single Mode (page 15) and then enable Shared View (page 98). The remote control will operate features shown on all TVs.

Finding Programs to Watch



Watching TV

What you'll find in this chapter:

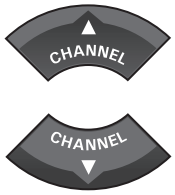
- CHANGING CHANNELS
- USING THE PROGRAM GUIDE
- USING THE BROWSE BANNER
- USING THEMES AND SEARCH
- USING PICTURE-IN-PICTURE

CHANGING CHANNELS

There are two basic ways to change the channel on your satellite TV receiver:

- Use UP and DOWN ARROWS on your remote control
- Enter a channel number with the NUMBER PAD buttons

Using the Up and Down Arrows



While watching live TV, if you want to change the channels one at a time to see what's on, press the UP and DOWN ARROWS on your remote control. 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 live TV, if you know the specific channel you want to watch, enter the digits of the channel number using the NUMBER PAD buttons on the remote control.

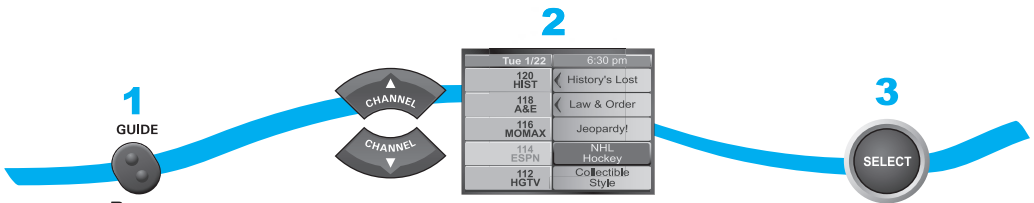
USING THE PROGRAM GUIDE

You can use the Electronic Program Guide (EPG) to see what programs are on, to change channels, and to set up timed recordings. To access the Program Guide, press GUIDE.



- A red background behind a channel name usually means you have not subscribed to the channel. After you subscribe to a channel, you can watch it. To subscribe to a channel, visit the mydish.com website or call 1-800-333-DISH (3474).
- A yellow background behind a channel indicates it is a digital over-the-air channel. See page 125 for instructions for connecting an over-the-air antenna to your receiver.
- A green background behind a channel name means that you can use the SELECT button on your remote control to confirm the channel's addition to your subscription.

- The Program Guide shows which Favorites List option is active. If All Channels is the active list, the Program Guide displays all the channels. The My Channels displays only the channels included in your current subscription. The My HD Channels displays only the high-definition channels included in your subscription. If you set up a List, then the Program Guide displays only the channels that you included on that list. See page 39 for more information on using Favorites Lists.
- The Program Guide displays information for programs on now and those coming on within the next nine days. The guide does not include programs that have ended.



While accessing the on-screen Program Guide you can:

- Press PAGE UP/PAGE DOWN to move a page of program data at a time, allowing you to view guide information about programs on other channels.
- Enter the number of hours you want to skip, and then press the RIGHT/LEFT ARROW to move forward/back in the schedule. You cannot move back to programs that ended.
- Press SKIP FWD/SKIP BACK to move forward or back a day at a time, allowing you to view guide information about future programs on the current channel.

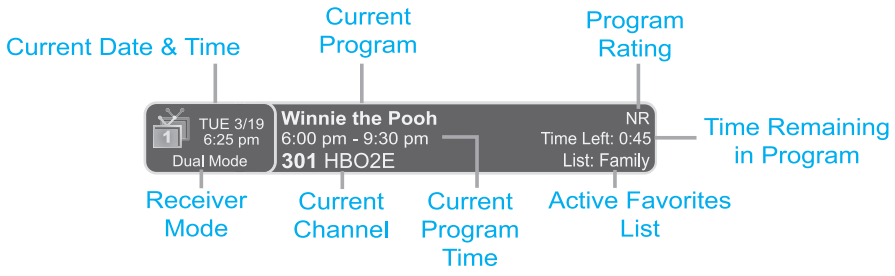
While browsing Program Guide information, you can move the highlight to a program and:

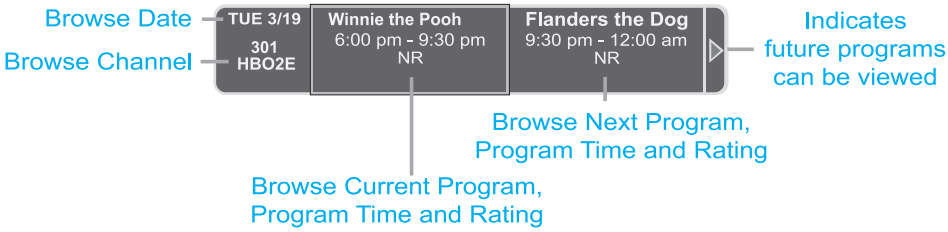
- Press the INFO button to see a popup screen of more detailed program information.
- Press the RECORD button to set a timer for a program or event in the future.

Note: You must be able to receive satellite programming from either the 119°W or 72.7°W orbital location for the Program Guide to display up to nine days of program information. If your satellite system cannot access either of these two orbital locations, then the Program Guide displays only up to two days of program information.

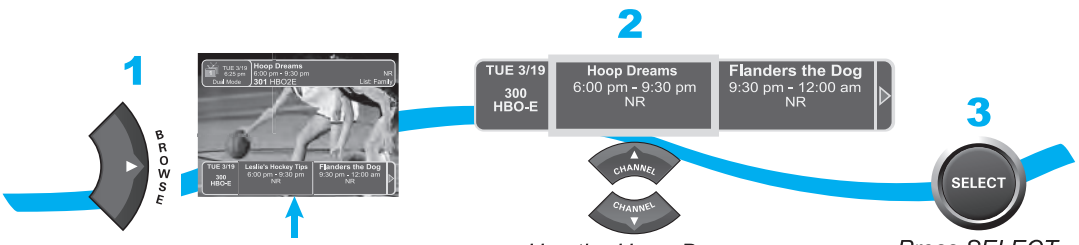
USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on or coming on soon, while not missing any of the program you are watching.





When the Browse Banner is open, you will see the Program Banner information about the current program displayed at the top of the screen and on the left-hand side of the Browse Banner at the bottom of the screen. At the bottom right of the screen is guide information about the program that is coming on next on the same channel.



While watching a program, press BROWSE

Use the Up or Down ARROWS to browse current programs

Press SELECT

While accessing the on-screen Program Banner and Browse Banner, you can:

- Press the RIGHT or LEFT ARROW buttons on the remote to scroll through programs showing on a particular channel.
- Press the UP or DOWN ARROWS to scroll through the channels options during a particular time.

USING THEMES AND SEARCH

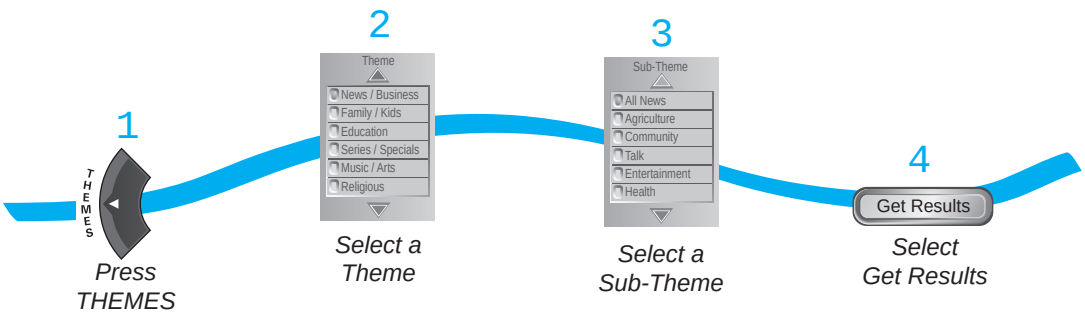
Use the Themes and Search Feature to find exactly what you want to watch. This section shows you how to use Themes to find your favorite programs by type (for example, movies, sports, news), or by keyword (if you're looking for a particular title or name in a program or event description). You can list programs by the theme of their contents (for example, just movies or just sports). Use Themes and Search to quickly find programs based on:

- **Theme**—You can look for something to watch by the program's theme (Movies, News, Sports, etc.), which makes your search easier and your television viewing time more enjoyable.
- **Sub-theme**—You can use this selection to help you narrow the type of program even further. The Sub-Theme feature is different for each Theme category. For example, you can search Movies for comedy or Sports for football.
- **Keyword**—Use this selection if you want to be specific in your search (for example, an actor name or description). You can search for something to watch just by Keyword. This feature also categorizes programs on over-the-air channels (if an over-the-air antenna is connected to your receiver as described on page 125). You can search for programs or events two ways:
  - Select **Title** to search for the words that appear only in the title of a program.
  - Select **Info** to search for words that are in the program description or the title.

  Enter the Keyword(s) in the Search Criteria Field in one of two ways:
  - Use the virtual on-screen keyboard.
  - Use the letters printed with the digits on the NUMBER PAD buttons.

  Note: See page 23 for more information on using these features.

Using Themes



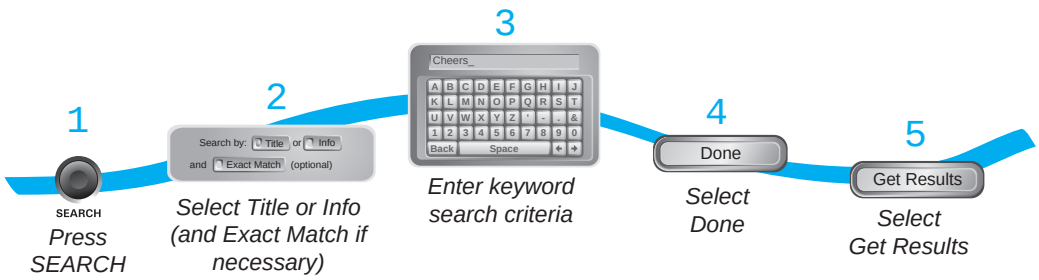
1 Press THEMES on the remote control.

2 Select a Theme from the list.

3 Select a Sub-Theme from the list.

4 Select **Get Results**.

Using Search with Keywords

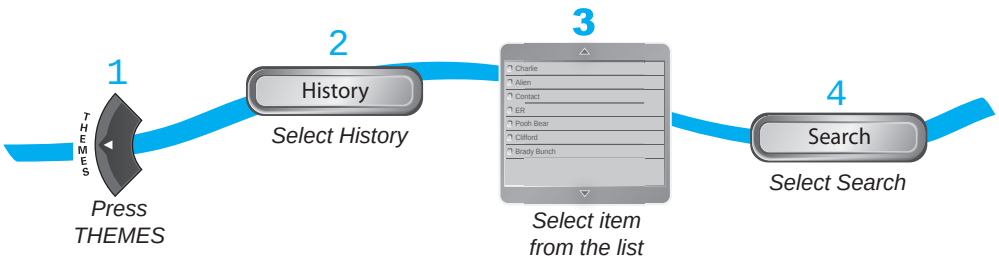


1. Press SEARCH on the remote control.
2. Select if you want to search by Title or Info. You can also select Exact Match to narrow your search results.
3. Enter a keyword for the search criteria using the on-screen keyboard.
4. Select **Done**.
5. Select **Get Results**.

Using History

After you have searched for programs or keywords, your receiver keeps a history. When the receiver is in Dual Mode, you can access separate Search History information for TV1 and TV2. When the receiver is in Single Mode, only TV1's Search History is available. You can use Search History to re-search programming instead of typing the information again.

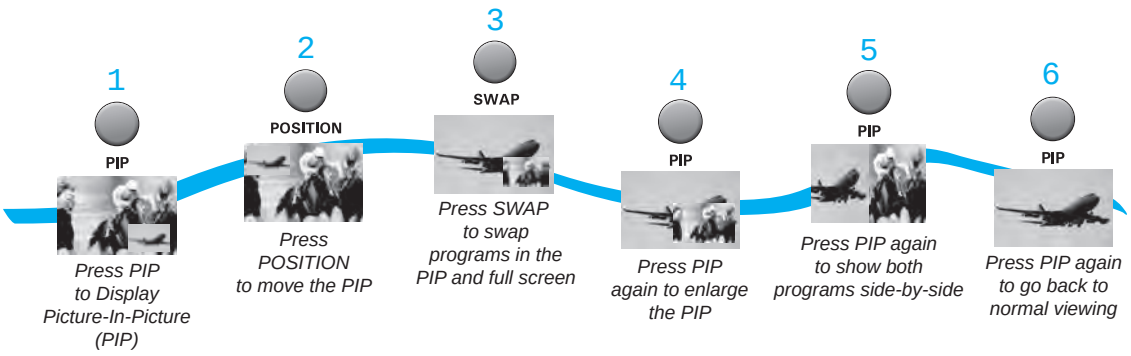
Note: You can use the **Edit** or **Delete** options to modify or remove listed search keywords.



1. Press THEMES on the remote control.
2. Select **History**.
3. Select an item from the Search History list.
4. Select **Search**.

USING PICTURE-IN-PICTURE

Picture-In-Picture (PIP) lets you watch two programs at once on one TV screen while in Single Mode. The following instructions describe how to use the PIP feature (see page 15 for instructions on changing from Dual to Single Mode).



1. Press PIP on the remote control to display Picture-In-Picture.
2. Press POSITION to move the picture location displayed on the screen.
3. Press SWAP to swap the programs in the PIP box and the full screen.
4. Press PIP again to enlarge the PIP screen image.
5. Press PIP again to show the two programs on the screen side-by-side.
6. Press PIP a third time to exit PIP and return to the normal screen display.



TIPS

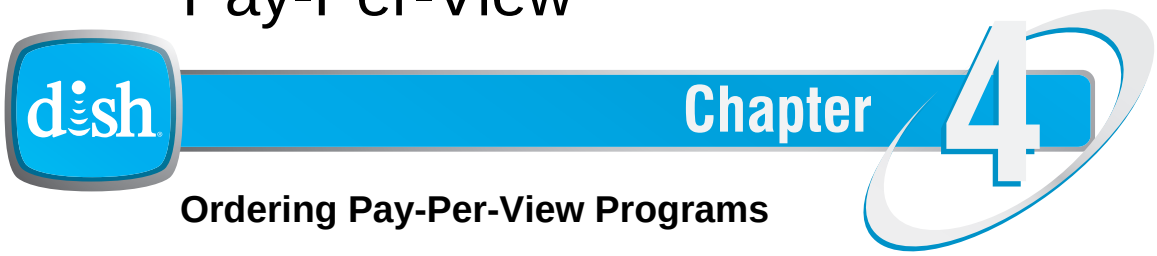
- Press INFO to view more information about a program or event you have highlighted.
- Press VIEW LIVE TV to cancel almost any menu screen and return to watching TV.
- Press SWAP, without pressing the PIP button first, to switch between your receiver's two tuners while in Single Mode.
- Press POSITION, without pressing PIP first, to display side-by-side programs.



QUESTIONS

- **How can I customize the Program Guide?** You can set up your own Favorites List, as described on page 41. You can change how the Program Guide is displayed (such as size of text, or number of programming hours displayed), as described on page 104.
- **Why does my Program Guide show only two days of programming?** Your receiver may not be connected to a signal from the 119°W or 72.7°W satellite. Refer to *Point Dish and Check Switch* on page 132 to see if you're receiving the signal(s).
- **Why are some of my channels missing?**
  - Parental controls may be set to lock or hide the channels. See *Chapter 6: Locks* on page 45 for detailed information on locking and unlocking your receiver.
  - The Program Guide may be displaying the wrong list of channels. Press the GUIDE button to access the Program Guide. Press GUIDE again to select the next available Favorites List. Press GUIDE repeatedly to scan through all the available lists. See *Chapter 5: Favorites Lists* on page 40 for more information.
- **Which remote do I use?**
  - When the receiver is in Dual Mode: Use Remote Control 1 for the nearby TV and Remote Control 2 for the remote TV.
  - When the receiver is in Single Mode: Both the remotes control the receiver. Also, if the Shared View feature is enabled on your receiver, both the nearby and remote TVs display the same programming on their screens.
- **Why isn't PIP working?** If the PIP feature is not working, your receiver is probably in Dual Mode. Press the MODE button located on the front panel to put your receiver in Single Mode if you'd like to use PIP. See page 15 for instructions on changing modes.

Pay-Per-View



Ordering Pay-Per-View Programs

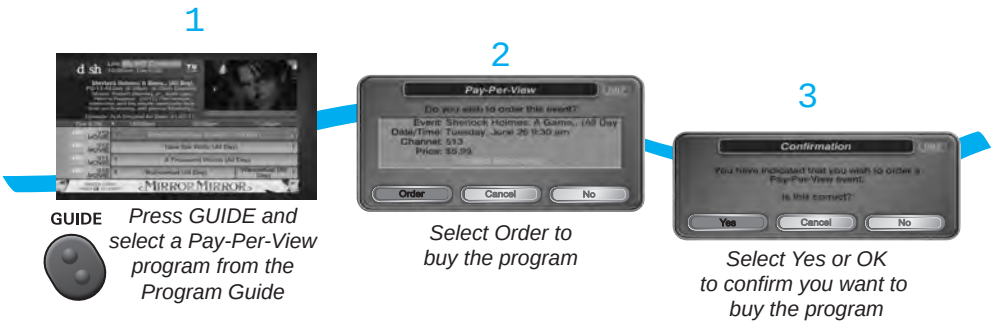
What you'll find in this chapter:

- PAY-PER-VIEW
- DISH ON DEMAND
- DISHONLINE.COM
- ORDERING CONSIDERATIONS

PAY-PER-VIEW

To order Pay-Per-View (PPV) programming using your remote control, you must connect the receiver to an active phone line or broadband Internet connection. 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. However, replays of most programs are separate events. Visit the mydish.com/ppv website for a detailed description of the types of Pay-Per-View programs and events.

Ordering a Pay-Per-View Program



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

1. Press GUIDE and select a Pay-Per-View program from the Program Guide.
2. Select **Order** to purchase the program.
3. Select **Yes** or **OK** to confirm you want to buy the program.

DISH On Demand

DISH On Demand is DISH's Video On Demand service. Enjoy movies, TV shows, and other exciting DISH On Demand events. Through DISH Cinema, for example, you have immediate access to the latest movies on DISH. You can even use your remote's DVR buttons (such as PAUSE, PLAY, FWD, and BACK) to control your viewing experience. For more information, visit the mydish.com/ppv website.

To Order a Movie or Program

1. Press the DVR button to access the DISH On Demand menu screen.
2. Select the option for the type of on-demand programming you wish to order. Select **All Movies**, for example, to Explore or Search movies, see a list of New Releases, or view movies that you have rented. Select **Blockbuster @Home** and access 1000's of movies and shows (visit mydish.com/upgrades/blockbuster for more information). Select **All TV Shows** to Explore or Search TV entertainment, see a list of Most Popular shows, or view the programs that you have rented. If applicable, select **Midnight Lounge** to view and choose adult-only programming.
   Note: You may need to upgrade your subscription (see page 4 for more information), and you must be connected to a broadband network to access these features.
3. Use the UP and DOWN ARROW buttons to scroll through the choices, if available.
4. Highlight and select the movie, TV program, or on-demand event you want to watch.
5. Select **Rent**.

Rental Considerations

- You can repeatedly watch a rented program for the period of time (for example, 24 hours) listed. Rented programs cannot be saved to the My Recordings list.
- The **My Rentals** option shows you information about DISH On Demand Programs you have rented, including how much time you have remaining to watch them.
- Be sure to keep Updates and Inactivity Standby enabled so that your receiver always has the latest DISH On Demand programs. See *Scheduling Receiver Updates* on page 108.

DISHONLINE.COM

DishOnline.com lets you view authorized programming right over the Internet, as long as you're connected to a broadband (high-speed) Internet connection. For steps to connect your satellite receiver to the Internet, refer to *Connecting a Broadband Internet Connection* on page 122. For more information, visit the mydish.com/dishonline website.

Use Considerations

- Your receiver must be connected to a network with broadband Internet access to view the DishOnline content. Contact your Internet service provider to verify download speeds and any terms or conditions affecting your broadband Internet connection.
- Most Internet service providers have a "Fair Access Policy" which sets usage limits on the amount that can be downloaded in a given time period. Contact your Internet service provider to find out about their Fair Access Policy.
- Download speed of programs varies depending on the speed of your Internet connection, the program being downloaded, and use of the Internet connection by other devices in your home, such as personal computers.
- You have a limited time frame to watch rented content before it is automatically deleted from your receiver. You will typically have 7 days to begin watching a program, and then you will typically have 24 hours to finish watching it. Review the list on the My Rentals screen for the time remaining.
- You are billed for a rental or on-demand program or event when you begin watching it (which may be while the rest of the program continues downloading) or when downloading of the program or event is completed, whichever occurs first.

ORDERING CONSIDERATIONS

Keep in mind these important considerations about pay-per-view types of programs.

- When you confirm an order for a program, you cannot cancel the order and you will be billed for it.
- You can use Locks to control the programs your family views. See *What are Locks?* on page 44.
- You can review what you have rented during the last 30-60 days by looking in your Purchase History.
- The program titles you order will appear on your DISH bill.

Reviewing Orders



Press MENU and select System Setup, then Purchase History

The Purchase History screen will display

Select Done

1 Press MENU and select **System Setup**, then **Purchase History**. The Purchase History screen will appear so you can review your past orders.

2 Select **Done** when finished.



TIPS

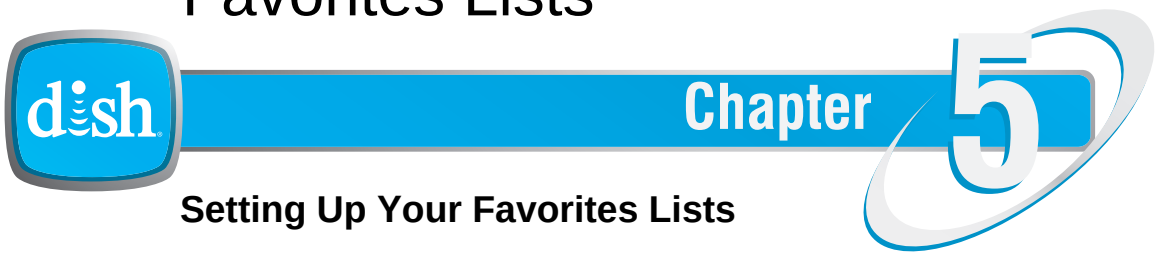
- You can set up the receiver to record Pay-Per-View programs. See page 64 for more details. You cannot record or re-record DISH On Demand programs or events.
- You can prevent others from purchasing Pay-Per-View programs by setting parental controls and locking your receiver (see page 50).
- Keep an active phone line or broadband Internet connection attached to your receiver at all times so you can order Pay-Per-View programs with your remote control.



QUESTIONS

- **How can I order an event for all my DISH receivers/connected TVs?**
  - Order the event on each receiver, one at a time, with the appropriate remote control. For each receiver, make sure that it is attached to an active phone line or broadband Internet connection. You can use DishCOMM to share one receiver's phone connection with another receiver in your home; see page 122 for details.
  - Order the event over the phone at 1-877-DISH-PPV (3474-778). Fees may apply.
  - Order the event online visit the mydish.com/ppv website.
- **I ordered a Pay-Per-View program but can only see it on one receiver.** Some Pay-Per-View programs or events are restricted to watching on one receiver per account.
- **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 exact same program or event (for example, a movie starting at the same time or the same All Day event).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** The currently active Favorites List may not display Pay-Per-View channels. Press the GUIDE button repeatedly on your remote control to open the Program Guide and cycle through your Favorites List options until you see All Channels highlighted in the pop-up window. Then press the SELECT button. See *Chapter 5: Favorites Lists* on page 39 for more information on using Favorites Lists. Also, parental controls may be set to lock and hide Pay-Per-View channels. See *Chapter 6: Locks* on page 43.
- **Why are some Pay-Per-View programs blacked out?** Sporting events and other programs are sometimes blacked out because of local restrictions.
- **Why did my All-Day Pay-Per-View program shut off while I was watching it?** The all-day events run from 3 AM to 3 AM (Mountain Time). You should ensure you can finish watching an event you have ordered by this time.

Favorites Lists



Setting Up Your Favorites Lists

What you'll find in this chapter:

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

WHAT ARE FAVORITES LISTS?

Favorites Lists are custom lists of your favorite channels. You can create and change the lists yourself, adding and removing channels as you wish. Your favorite channels can be grouped in as many as four lists (for TV1) and four more lists, when in Dual Mode, for TV2.

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. Also, when you use the remote control UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list. Unlisted channels are still accessible by entering the channel number directly using the remote control NUMBER PAD.
- The All Channels list contains all the channels, including channels not in your current TV subscription. You cannot make any changes to the default All Channels list.
- The My Channels list contains all the channels in your subscription. You cannot make any changes to the My Channels list, except by modifying your subscription.
- The My HD Channels list contains all of the high-definition channels in your subscription.
- Each Favorites List has a unique color in the Program Guide. You can give each list a unique name. When you first install your receiver, by default the four lists are named List 1, List 2, List 3, and List 4. These lists are empty until you add channels to them.
- With your receiver set to Single Mode, only the Favorites Lists for TV1 are available. However, when you change the receiver to Dual Mode, the Favorites Lists for TV2 are available again.
- If you choose a program using the Themes feature or directly enter a channel number using the NUMBER PAD on the remote control, then the receiver tunes to the channel for that program whether or not that channel is included on the active Favorites List. Parental controls can be used to lock certain channels from being accessed this way.
- You can include over-the-air channels in your Favorites Lists if an over-the-air antenna is connected to the optional tuner module installed in your receiver's Expansion Port. See page 125 for detailed instructions on connecting an over-the-air TV antenna.

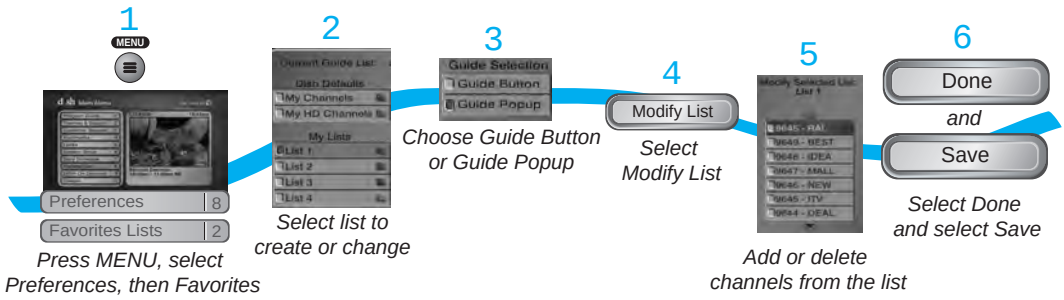
USING FAVORITES LISTS

- Press the GUIDE button to open the Program Guide. Press the GUIDE button again to select the next Favorites List; press GUIDE repeatedly to scan through all the available lists.



Creating or Changing Favorites Lists

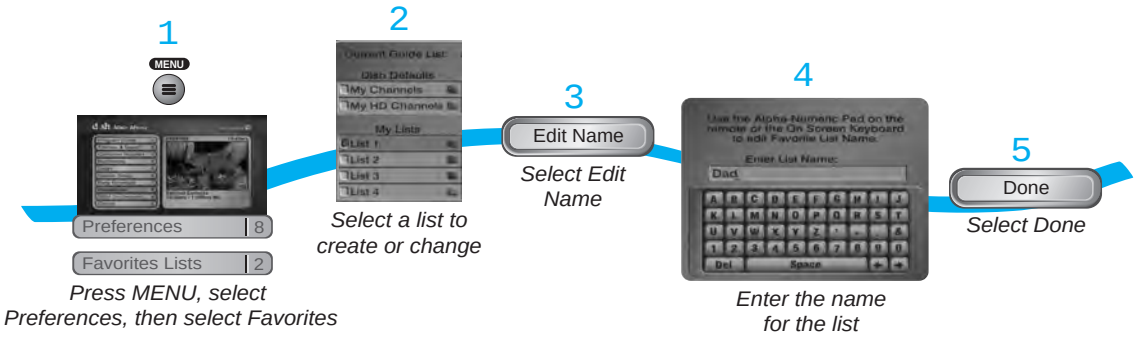
You can create, add, and remove channels from a Favorites List. When you access Favorites Lists, only the channels in the list are shown in the Program Guide and Browse Banner.



1. Press the MENU button, select **Preferences**, then select **Favorites**.
2. Select a list from My Lists to create or change.
3. Choose Guide Button to change lists within the Program Guide or Guide Popup to open a menu and then change the lists.
4. Select **Modify List**.
5. Add or delete channels to the list.
6. Select **Done** and **Save.**

Naming Favorites Lists

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



1. Press the MENU button, select **Preferences**, then select **Favorites**.
2. Select a list from My Lists to create or change.
3. Select **Edit Name.**
4. Enter a name for the list using the on-screen keyboard.

5 Select **Done**.



TIPS

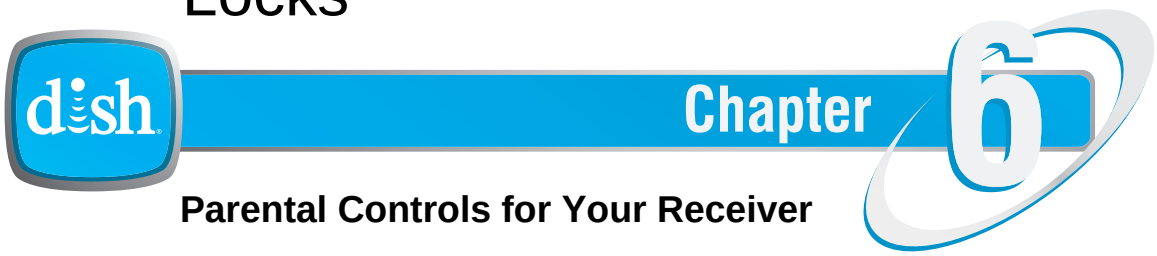
- Two lists on the same TV cannot have the same name. For example, TV1 cannot have two lists named “Dad’s List.” However, when the receiver is in Dual Mode, TV1 and TV2 can have lists with the same names.
- While in the program guide, press the GUIDE button to switch Favorites List functions only if you have added channels to a Favorites List. If you have not created a Favorites List by adding channels to it, then pressing GUIDE scans only the default All Channels, My Channels, and My HD Channels lists.
- When you set the receiver to Single Mode, the Favorites Lists for TV2 are not available. However, any lists you have created for TV2 are not lost; when you set the receiver to Dual Mode, the Favorites Lists for TV2 are available again.
- Channels locked and hidden by parental controls 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 the GUIDE button until the All Channels, My Channels, and My HD Channels list displays.
  - You might have channels locked or hidden by parental controls. For more information, see *Locks* starting on page 43.
- **Why are TV2’s Favorites Lists missing?** When the receiver is in Single Mode, TV2’s Favorites Lists are not available.

Locks



Parental Controls for Your Receiver

What you'll find in this chapter:

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

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 asking you to enter the password.
- The receiver permits 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.
- If you want to enable the TV1 Out on the Modulator Setup screen (see page 98), you must enter the password to continue.
- When the receiver is in Single Mode, parental control locks for TV2 are not available. When the receiver is in Dual Mode, any locks that are set for TV2 are available again. See *Switching Between Dual and Single Mode* on page 15.

Locks for programming on the nearby TV (TV1) are set using TV1 on-screen menus. Locks for programming on the remote TVs (TV2) are set using TV2 on-screen menus. Locks set for TV1 programming are separate from locks set for TV2 programming. The information in this chapter applies to locks set by using either TV1's or TV2's menus.



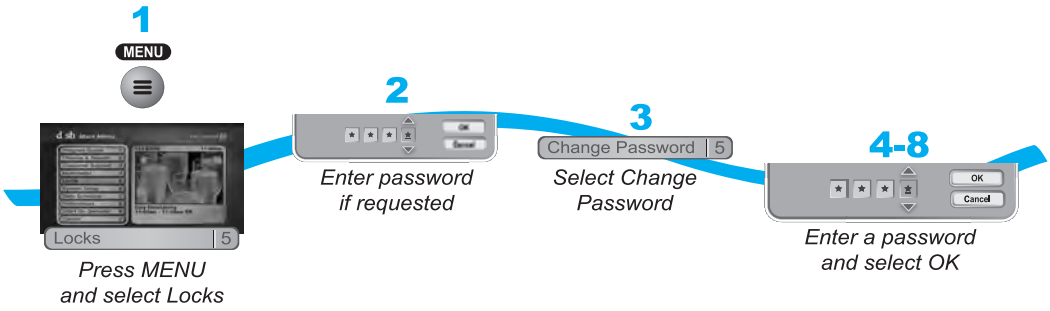
When you unlock programming delivered through the **HOME DISTRIBUTION** output to your in-home coaxial cabling system, you are allowing all the TVs connected to your in-home system to have access to this programming. In this case, you must rely on the V-Chip technology and control settings in the individual TVs to prevent viewing of inappropriate programming on each TV. Consult your TVs' user guides for instructions to set up the V-Chip protection.

Locking your receiver is a two-step process:

1. Create the parental-control locks that you want. Available types of locks are:
   - Ratings Locks—to lock programs based on their ratings.
   - Channel Locks—to lock channels, regardless of content.
   - Lock PPV—to prevent unauthorized Pay-Per-View or on demand ordering.
   - Hide Adult or Hide Locked—to hide adult channels or locked channels from being displayed in the Electronic Program Guide (EPG) and other list screens.
   - Front Panel Lock—to prevent the receiver's front-panel buttons from being used.
2. Lock the receiver itself. When the receiver is locked, anyone who wants to access locked items must enter the password each time they do so.

Creating or Changing a Password

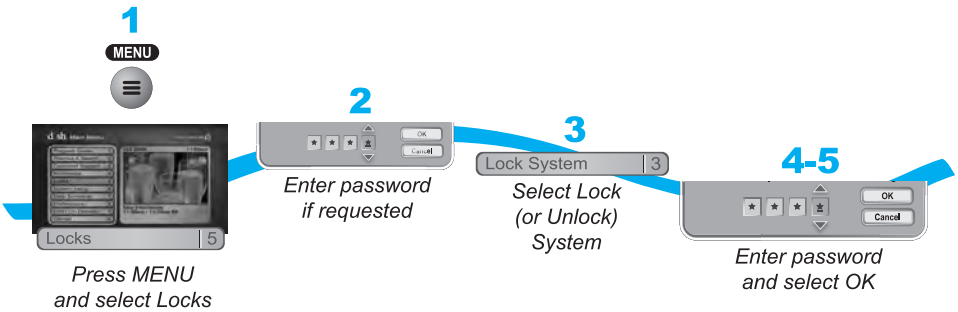
You should set up your password before using the receiver locks.



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of your password. Then select **OK**.
3. If you are changing an existing password, select **Change Password**. If you are creating a password for the first time, select **Lock System** and go to step 6.
4. Enter the current password using the remote control's NUMBER PAD. Select **OK**.
5. Press the SELECT button.
6. Enter the new password using the remote control's NUMBER PAD. Select **OK**.
7. Enter the new password again for confirmation, also using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
8. Memorize your new password. From now on, enter this password to lock or unlock the receiver. If you forget the password, you will need to contact a DISH Customer Service Representative.

Locking and Unlocking Your Receiver

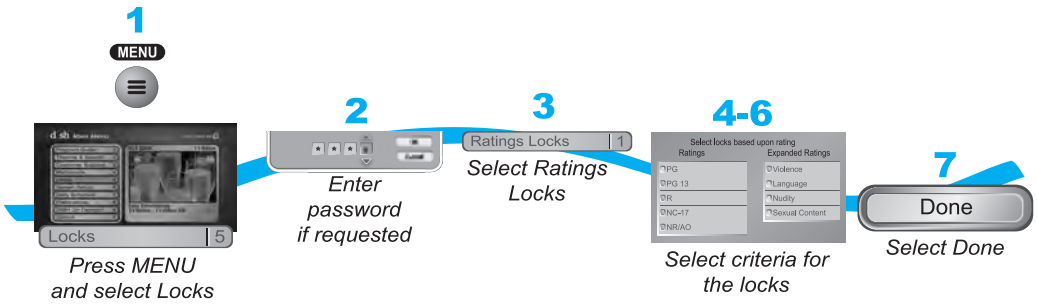
You must lock the receiver for any individual parental controls you have set to take effect. Locking the receiver also locks TV1's modulator output (see page 98). To lock the receiver, you must first create a password. (*See Creating or Changing a Password* on page 45.) Be sure to refer to this section whenever you set any locks on your receiver.



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of your password. Then select **OK**. If the receiver is unlocked, you will be prompted to enter a password when you lock it.
3. Select **Lock System** or **Unlock System**, as applicable. If you are locking the receiver, the receiver displays a message prompting you to enter a password.
4. Enter a password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
5. Confirm the password by re-entering it. Then select **OK**. All the parental-control locks you have set are now in effect.

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 the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
3. To create or change parental controls based on program ratings, select **Ratings Locks**.
4. Highlight the least restrictive rating that you want to block. Press SELECT to lock the highlighted rating and all ratings that are more restrictive than it (for example, locking the PG-13 rating automatically locks R, NC-17 and NR/AO ratings).

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.

NC-17—No One 17 and Under Admitted. An NC-17 rated motion picture is one that, in the view of the Rating Board, most parents would consider patently too adult for their children 17 and under. No children will be admitted. NC-17 does not mean “obscene” or “pornographic” in the common or legal meaning of those words, and should not be construed as a negative judgment in any sense. The rating simply signals that the content is appropriate only for an adult audience. An NC-17 rating can be based on violence, sex, aberrational behavior, drug abuse or any other element that most parents would consider too strong and therefore off-limits for viewing by their children.

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.

Audience Ratings of TV Ratings:

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 of TV Ratings:

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)

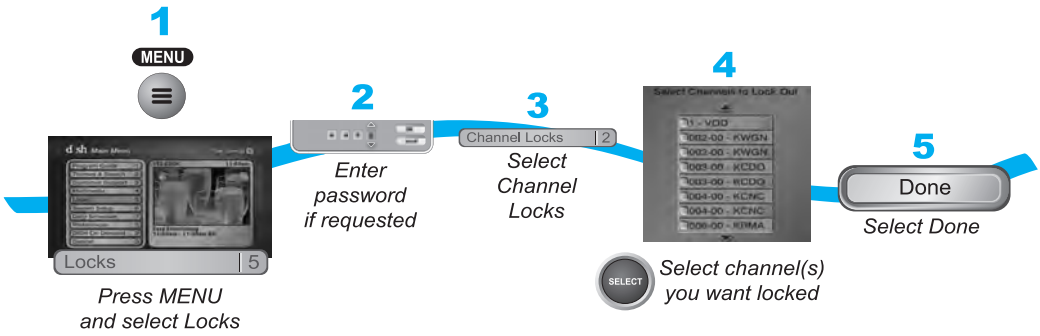
5 Select the expanded rating code(s), if you want to also lock these program ratings.

6 To unlock a rating code, select the code again.

7 Select **Done**. To ensure new parental controls take effect, make sure the receiver itself is locked, as described on page 45.

CREATING OR CHANGING CHANNEL LOCKS

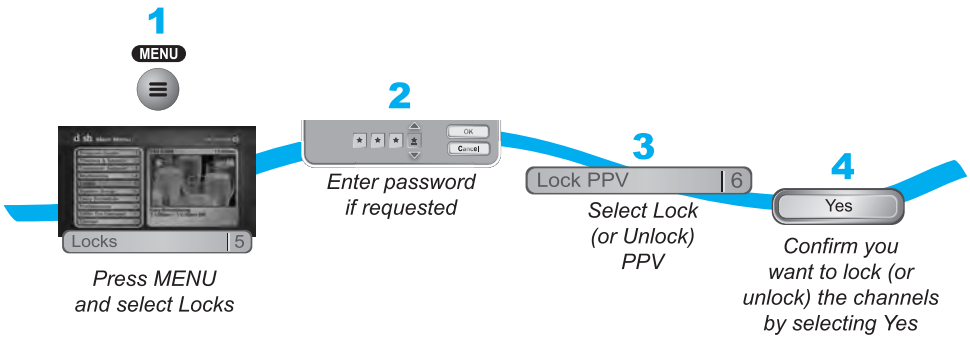
You can lock any channel, including Pay-Per-View and any over-the-air channels.



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
3. To create or change parental controls for specific channels, select **Channel Locks**.
4. Highlight and select each channel that you want to lock or unlock. Press the UP or DOWN ARROW button to highlight the channel. You can also move to highlight each channel number using the remote control's NUMBER PAD. If the checkbox next to the channel has a checkmark, the channel is locked. Select the channel again to unlock it.
5. Select **Done**. To ensure new parental controls take effect, make sure the receiver itself is locked, as described on page 45.

Locking or Unlocking Pay-Per-View

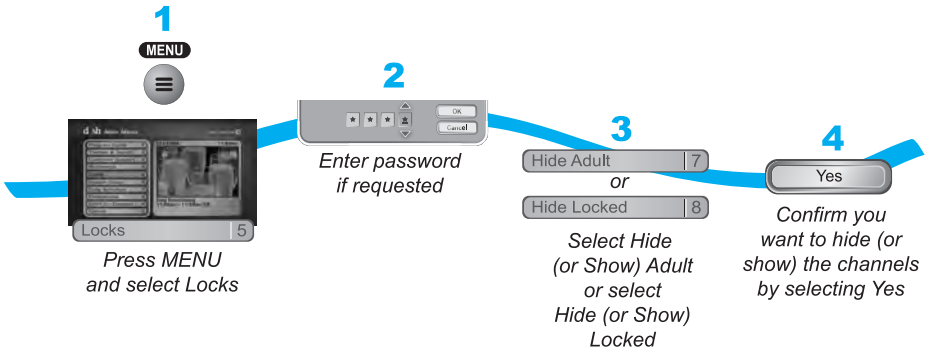
This locks all Pay-Per-View channels. You also can lock individual Pay-Per-View channels by using channel locks, as described in the preceding section.



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
3. Select **Lock PPV** or **Unlock PPV**.
4. Select **Yes**. Make sure the receiver itself is locked, as described on page 45.

Hiding Adult or Locked Channels

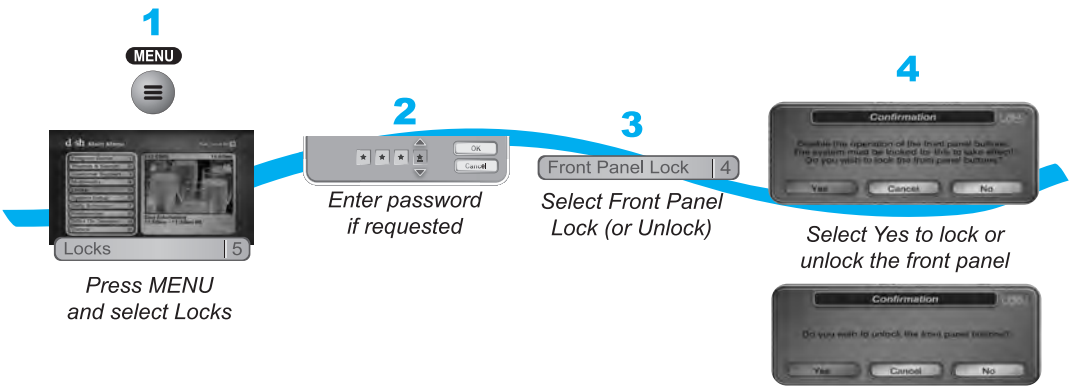
When you hide adult channels or locked channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying these channels. You also prevent anyone from choosing these channels by using the UP or DOWN ARROWS or by directly entering the digits using the NUMBER PAD on their remote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



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote's NUMBER PAD. Select **OK**.
3. Select **Hide** (or **Show**) **Adult** or **Hide** (or **Show**) **Locked**.
4. Select **Yes**. Make sure the receiver itself is locked, as described on page 45.

LOCKING OR UNLOCKING THE FRONT PANEL

This lock keeps people from using the front-panel buttons on your receiver unless they enter the correct password, but it does not lock the remote-control buttons. This option is only available on the TV1 menus; you should use the TV1 remote control for this task.



1. Press the MENU button and then select **Locks**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
3. Select **Front Panel Lock** to lock or unlock the front panel of your receiver.
4. Select **Yes**. To activate the Front Panel Lock, you also must lock the receiver itself—make sure that the receiver is locked, as described on page 45.



TIPS

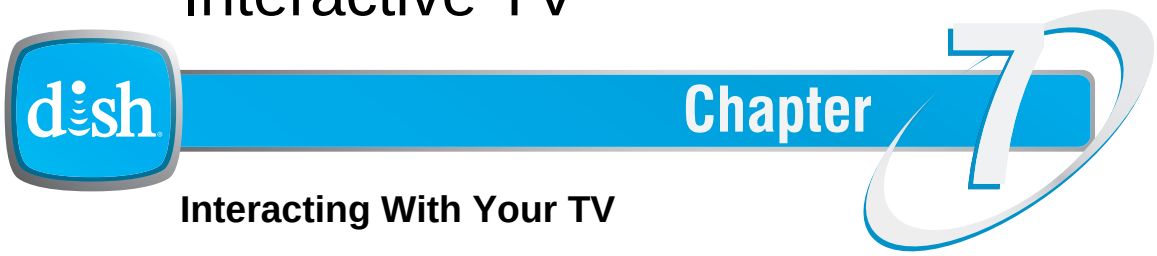
- If the receiver displays a message prompting you to enter a password, then this confirms that the receiver is locked.
- If you want to unlock the receiver or undo any specific parental-control lock, use the password for the TV output you're watching. For example, use TV1's password to unlock TV1's locks and TV2's password (if applicable) to unlock TV2's locks.
- When you lock by rating, you also lock all other more restrictive ratings. For example, using MPAA ratings, if you lock PG-13 rated programs, then all other 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 itself for any parental-control lock you have set to take effect. See page 45 for more details.
- **Why don't the locks I set for TV2 work?** If the receiver is set to Single Mode, any locks you have set on TV2 are not available. When the receiver is changed to Dual Mode, any locks you have set on TV2 are available again.
- **What do I do if I forget my password?** If you forget your password, then you will need to contact a DISH Customer Service Representative.

Interactive TV



Interacting With Your TV

7

What you'll find in this chapter:

- DISHHOME INTERACTIVE TV
- CUSTOMER SERVICE

DISHHOME INTERACTIVE TV

Press the DISH button on the remote control or go to channel 100 (if available) to view the Dish**HOME** features available with your service. You can order additional channels, check the news and weather, and even play games. Make sure you connect an active phone line or broadband to your receiver to access Dish**HOME**. You can enjoy this feature on one TV at a time.



CUSTOMER SERVICE

An important feature of your satellite TV receiver is Customer Support. This menu option provides convenient access to your DISH account to review your statement, pay your bill, upgrade programming, and more. Connect an active phone line or broadband Internet connection to your receiver to ensure access to Customer Support.

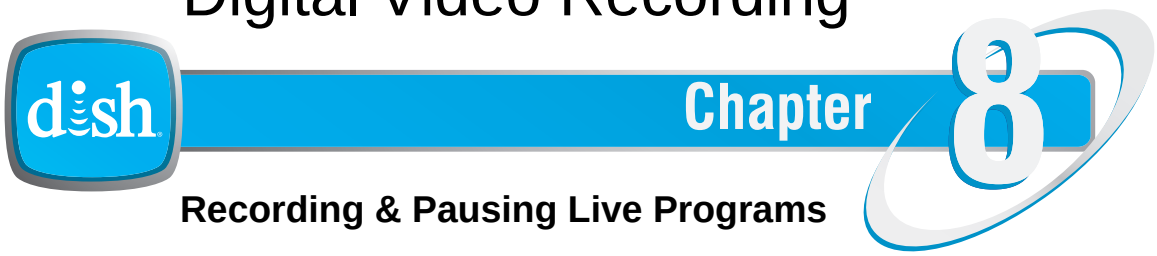
Press MENU and then select **Customer Support**.



TIPS

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

Digital Video Recording



Recording & Pausing Live Programs

What you'll find in this chapter:

- WHAT IS DVR?
- PAUSING A PROGRAM
- REVERSE, FAST FORWARD, AND SKIP
- SLOW MOTION AND FRAME-BY-FRAME
- RECORDING A LIVE PROGRAM
- PLAYING A RECORDED PROGRAM
- USING RECORD LINK
- RECORDING OPTIONS
- GROUPING AND SORTING RECORDED PROGRAMS
- RECORDING WHILE WATCHING DIFFERENT PROGRAMS
- USING RECORD PLUS

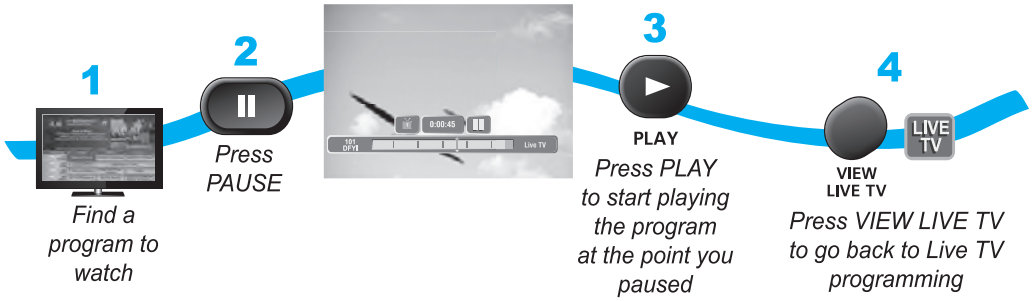
WHAT IS DVR?

The Digital Video Recorder (DVR) feature lets you watch TV the way that you want. You can pause, reverse, or skip back through a program. Then you can resume watching TV. Also, you can record and play back programs with full digital audio and video quality, without a VCR.

For example, if you get a phone call while you are watching a live or recorded program, you can pause the program, talk on the phone for an hour, resume the program from where you left off (or restart the program), and not miss any of the action.

You can move through a program forward and backward in slow motion or frame-by-frame using the DVR's auto-recording features while watching live or recorded programs.

PAUSING A PROGRAM



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's guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and any associated TV warranty coverage.

1. Find a program to watch.
2. Press PAUSE on the remote.
3. Press PLAY to start playing the paused program.
4. Press VIEW LIVE TV to view the live TV programming.

For a live TV program, the on-screen pause timer shows how long you've paused the program. The pause timer shows how far you're behind the live program. You can pause a live program for as long as one hour (independently on TV1 and TV2, when in Dual Mode). If you think you might be away from the TV for more than an hour, but don't want to miss any of the program, consider recording the program (see page 58).



Reverse, Fast Forward, and Skip

This section describes how to use your remote control's DVR buttons to move forward and back quickly while you watch TV.

 BACK	Press BACK once to reverse the program 4 times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you've gone. For a live program, you can only reverse back to the last channel change or back one hour, whichever occurs first.
 FWD	Press FWD (forward) once to fast forward through the program at 4 times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you've gone. Of course, you can't go forward into the part of a live program that hasn't been broadcast yet.
SKIP BACK 	Press SKIP BACK to skip back about 10 seconds in a program. Press this button repeatedly to skip back another 10 seconds at a time.
 SKIP FWD	Press SKIP FWD to skip ahead about 30 seconds in the program. Press this button repeatedly to skip ahead another 30 seconds at a time.

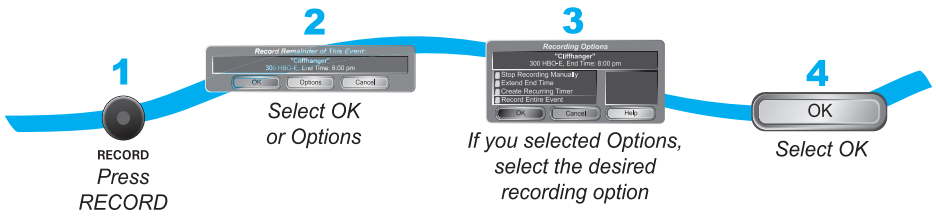
Slow Motion and Frame-By-Frame

Your satellite receiver has features that allow you to slow down live TV. This section describes how to use the DVR buttons to use slow motion and frame-by-frame advance or reverse while you watch TV. Press PLAY to exit any of the features described below.

 BACK	Press PAUSE and then press BACK to reverse the program in slow motion. Press BACK once to reverse the program 1/4 the speed of normal play. Press BACK twice to reverse at normal speed.
 FWD	Press PAUSE and then press FWD to forward the program in slow motion. When you press FWD once the program advances at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program at normal speed. Of course, you can't go forward into the part of a live program that hasn't been broadcast yet.
 SKIP BACK	Press PAUSE and then press SKIP BACK repeatedly to reverse the recording frame-by-frame.
 SKIP FWD	Press PAUSE and then press SKIP FWD repeatedly to advance the recording frame-by-frame.

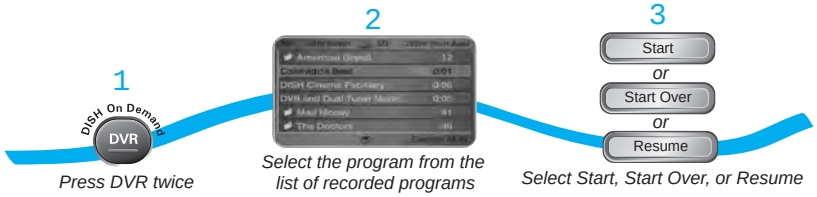
8

Recording a Live Program



1. Press the RECORD button.
2. Select **OK** or **Options.**
3. If you select **Options,** select the desired recording options.
4. Select **OK.**

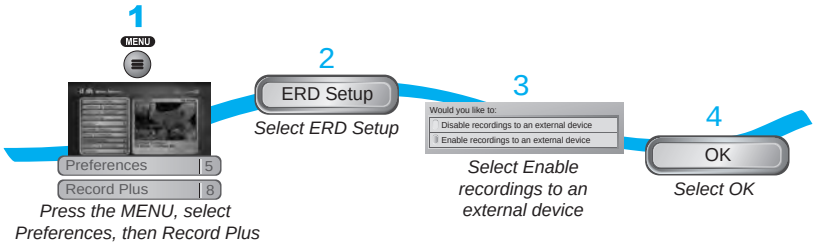
Playing a Recorded Program



1. Press the DVR button.
2. Select a program from the list of recorded programs.
3. Select either Start, Start Over, or Resume.

Using Record Link

Your receiver has a timer feature called Record Link. This feature sends data (audio, video, and other commands) to an external recording device, or ERD, that you can connect to the receiver's RCA-type outputs.



1. Press the MENU button and select **Preferences** and then **Record Plus**.
2. Select **ERD Setup.**
3. Select **Enable recordings to an external device**.
4. Select **OK.**

Recording Options

When you set up a new DVR timer, you can choose from the following options:

- **Stop Recording Manually**—The receiver will record until you press STOP.
- **Extend End Time**—You can extend the stop time for the recording. This option is useful for programs that might run overtime, like sporting events or awards shows.
- **Create an Automatic Timer**—You can set up timers to automatically record programs. See *Setting Up an Automatic Timer* on page 68.
- **Record the Entire Event**—The receiver stops recording at the end of the event. This selection is available only if the receiver was turned on (not in standby mode) and tuned to the same channel since the beginning of the current program.

Grouping and Sorting Recorded Programs

The My Recordings list re-arranges itself to match your sorting or grouping selection(s).

1. Press the DVR button two times (or press DVR and then select **My Recordings**).
2. Choose a group or sort option to help you quickly find the program you want to watch:
   - To group programs into folders, select **Group**, then select a **Group Option**.
   - To sort programs by name, date, or other categories, select **Sort**, then a **Sort Option**.

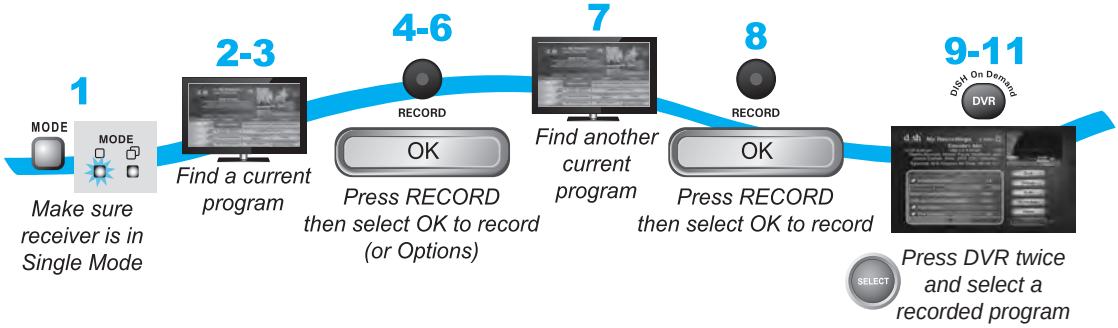
Recording While Watching Different Programs

This section describes the three basic ways to record a program while watching a different program at the same time.

- Recording in Single Mode (in the following section).
- Recording Events with Record Plus (on page 61).
- Recording Events without Record Plus (on page 62).

Recording in Single Mode

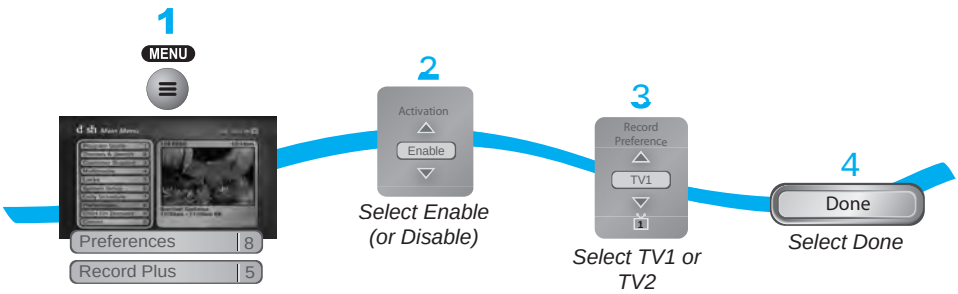
In Single Mode, you can set up the satellite receiver to record two programs while watching one that you've already recorded.



1. Make sure the receiver is set to Single Mode by looking at the Mode indicator light on the front panel. See *Switching Between Dual and Single Mode* on page 15.
2. Press GUIDE to open the Program Guide. Find a current program you want to record now.
3. Highlight and press the SELECT button to tune the receiver to that program.
4. Press the RECORD button on your remote control.
5. Select **OK** to begin recording now or **Options** to customize your recording settings.
6. If you selected **Options**, see *Tips* on page 62 for more on your choices.
7. Choose another program to record, as described in Step 2.
8. Press the RECORD button on your remote control and select **OK** when the pop-up screen displays. You are now recording two programs at the same time.
9. Press DVR twice on the remote control to access the My Recordings screen. You should see the two programs that are recording indicated by the red dots next to the listings.
10. Select a program or event that you recorded earlier and start the playback.
11. You should now be watching a pre-recorded program or event while the receiver is recording the other two events.

USING RECORD PLUS

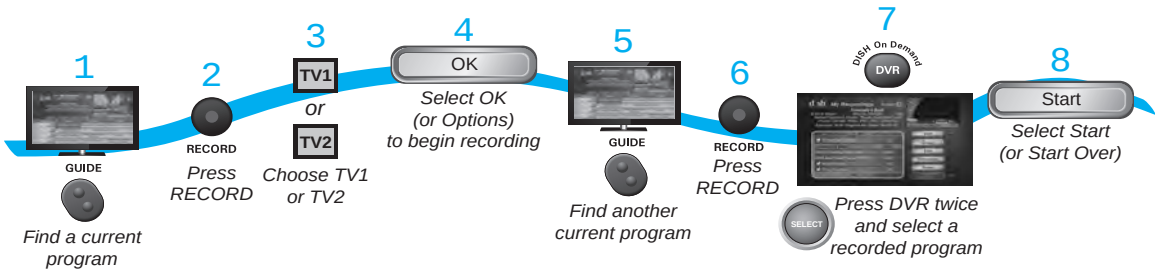
When Record Plus is enabled, you decide which receiver output (TV1 or TV2) will usually record your events as a default location. This feature is only available in the receiver's Dual Mode. The following instructions describe how to enable or disable Record Plus.



1. Press the MENU button and select **Preferences** and then **Record Plus**.
2. Select **Enable** or **Disable**.
3. Select **TV1** or **TV2**.
4. Select **Done.**

Recording Events with Record Plus

When Record Plus is enabled (see page 60) and the receiver is in Dual Mode, you can record two programs from the same location while watching a pre-recorded program, if no one is using the other tuner.

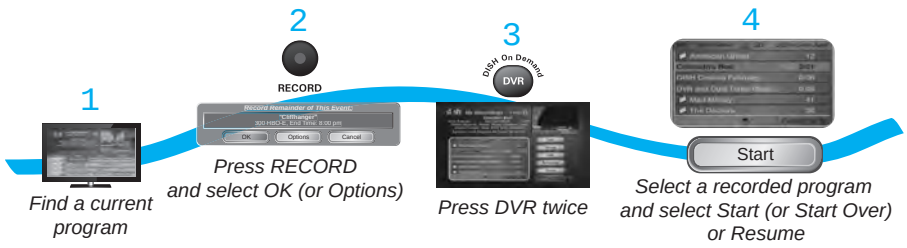


1. Find and select a current program or event that you want to record now.
2. Press the RECORD button on your remote control.
3. When the Record Remainder of This Event screen displays, select one of the following:
   - From TV1, select **TV2**.
   - From TV2, select **TV1**.

   Note: When recording using Record Plus, it is possible for someone at the other TV location to cancel your recording.
4. Select **OK** to begin recording now or **Options** to customize your recording settings.
5. Repeat step 1 to select another program or event to record.
6. Press RECORD. Customize your options as described on page 62.
7. Press DVR twice on the remote control to access the My Recordings screen. You should see the two programs that are recording indicated by the red dot next to the listings.
8. Select a program that you recorded earlier (one that is not recording now), then select **Start** or **Start Over**. You should now be watching a pre-recorded program while the receiver is recording the other two programs.

Recording Events without Record Plus

While in Dual Mode with Record Plus disabled (see page 60), you can set up the satellite receiver to record one program from both locations (TV1 and TV2) at the same time.



1. Find a current program to record now and press the SELECT button to tune to it.
2. Press the RECORD button. A message will display asking whether you want to record the remainder of this program. Select **OK** to begin recording now or **Options** to customize your recording settings.
3. Press the DVR button twice to access the My Recordings screen. You should see the program that is recording now indicated by the red dot next to the listings.
4. Select a program that you recorded earlier (that is, one that is not recording now), then select **Start** or **Start Over**. You should now be watching a pre-recorded program while the receiver is recording the other program.



TIPS

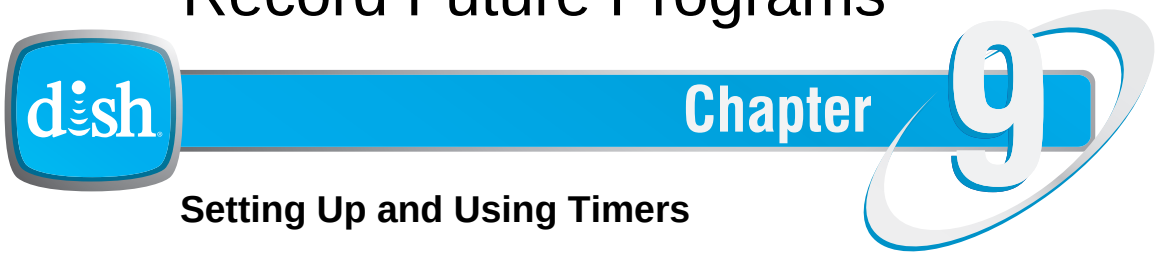
- If you have a program paused, press PLAY to watch the program. Also, press PLAY to switch from forward or reverse back to normal playback.
- Press VIEW LIVE TV to catch up with the program as it's showing now, if applicable.
- As you fill your internal DVR, you may want to store additional programs. You can connect your own compatible, external USB 2.0 hard-disk drive and subscribe to the Archiving feature. See *External Hard-Disk Drive* on page 101 for more information.



QUESTIONS

- **How can I fast forward through commercials?** If you're watching a pre-recorded program, or if you've delayed a live program, press the SKIP FWD or FWD button on your remote control. However, you cannot fast forward while you're watching live TV.

Record Future Programs



Setting Up and Using Timers

What you'll find in this chapter:

- TIMERS AND RECORDINGS
- USING THE TIMERS LIST
- USING THE DAILY SCHEDULE
- SETTING UP AN AUTOMATIC TIMER
- SETTING UP A MANUAL TIMER
- SETTING UP A DISHPASS™ TIMER
- DELETING A TIMER

TIMERS AND RECORDINGS

A timer is your instruction telling the satellite TV receiver the programs you want to watch in the future. For most Digital Video Recorder (DVR) timers, you select a specific program on a specific channel, and tell the receiver how often you want to record that program.

DVR recordings are listed in the My Recordings screen, which you can find quickly by pressing the remote control's DVR button twice.

Timer Types

There are four types of event timers:

- **DVR**—to record an event onto your receiver's hard-disk drive for later viewing.
- **Auto Tune**—to automatically change the channel for live viewing of the event.
- **Reminder**—to create an on-screen reminder when the event is about to begin.
- **Ext**—to automatically change the channel for live viewing of the event and send commands to an external recording device (ERD) connected to your RCA-type S-Video outputs. This option does not display unless you have enabled the feature using **ERD Setup** options in the Record Plus menu. See *Using Record Link* on page 58.

Timer Frequency

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

- **All Episodes**—to record every time that program is on that channel.
- **New Episodes**—to record current season's programs each time they first occur on that channel.
- **Once**—to record a program or event once (good for movies, sporting events, etc.).
- **Weekly**—to record a program once a week, at the same time, on the same channel.
- **Daily**—to record a program once a day, at the same time, on the same channel.
- **Mon-Fri**—to record a program once a day, Monday through Friday, at the selected time, on the same channel.
- **DishPASS**—to record programs on all channels (by default) or a specific channel, based on your own specified criteria. See page 70 for more details.

Timer Priorities

Priorities are used by the receiver to know which program you would prefer to record, if multiple timers are scheduled to start at the same time. For example, having six programs scheduled to record at the same time cannot be done on a dual-tuner receiver; therefore, the receiver will record only the two programs with the highest priority timers.

- All timers have an associated priority that you can change at any time.
- The larger the number, the lower the priority (for example, priority 1 is higher than priorities 2, 3, and 4).
- You can override a specific timer's priority with a one-time skip or by restoring it. Press the remote control's DVR button three times and select a timer in the Daily Schedule. Then you'll have an option to **Skip** or **Restore** (if it's skipped) that timer.

Timer Options

The Timer Options screen lets you set the following (not used on all options screens):

- **Protect Event**—to prevent your programs from being erased when the DVR fills up.
- **Set Resolution**—to set the timer to record only HD or only SD programs.
  Note: When setting Dish**PASS** timers for programs available in both HD and SD, by default, the receiver will automatically select the HD program for recording.
- **Set Frequency**—to record only new episodes of a program. By default, all episodes of a Dish**PASS** event will be recorded.
- **Set Channel**—to select a specific channel. When setting manual timers, you select a channel from a scrolling list of all channels in your guide.
- **Start Early**—to begin a timed recording a few minutes earlier than its scheduled start.
- **End Late**—to continue recording after the program's scheduled ending time.
- **Set as System Default**—to use the Start Early and End Late settings for this event as the new defaults for future event timers.
- **Recording Preferences**—select the option of SD or HD recording (if available).
- **Maximum Recorded Events**—to automatically delete the oldest unprotected recordings after a specified number of them are accumulated for this particular timer.
  Note: This option is especially valuable for certain Dish**PASS** timers, which might otherwise fill up your DVR storage with too many episodes of a single program.

Timers List

Use the Timers List, as shown on page 67, to:

- View the general list of all event timers.
- Select a timer from this list to see a detailed listing with specific dates and times of upcoming timers for that program/event or Dish**PASS** search term(s).
- Set user-selected priorities for each event timer. See *Timer Priorities* on page 64.
- Create a Manual event timer.
- Create a Dish**PASS** timer.
- Select **Edit List** to edit an event timer.

Daily Schedule

The Daily Schedule lists the timers that are planned for today, the future (up to nine days, if applicable to your satellite system), and have occurred in the recent past. Use the Daily Schedule, as shown on page 67, to:

- Review today's timers. You can choose to skip a scheduled timer, or restore a timer that was not planned to occur, perhaps because of a conflict with another program. See *Timer Priorities* on page 64.
- Review future timers, up to nine days in advance, and make changes as necessary.
- Review past timers to see which occurred, and the reason why one or more did not, if applicable. See *Reasons Why Timers are Skipped* on page 66.

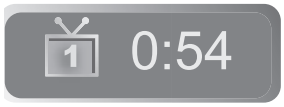
Reasons Why Timers are Skipped

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 TV user chose to skip that timer.
- **Duplicate event**—There is already another timer which is set to record that program.
- **Event exists in DVR**—The program was already recorded and can be seen now in the My Recordings list.
- **Not a new episode**—Used for New Episode timers. Currently, a New Episode is one that has the current year listed in the associated Program Guide information.
- **Incorrect event**—For Weekly, Daily, and Monday-Friday timers. If the guide has a different event listed, then the timer will be skipped. For example, the event timer was set up as a Daily timer on a Saturday, but the specified program is broadcast only weekdays, so the timer will be skipped on the weekends.

When a Timer Starts a Recording

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



- Press the CANCEL button on your remote control to clear the symbol from the TV screen. This does not stop the timer from occurring.
- Press the INFO or SELECT button to see more information about the timer. If you do this, then you have the following choices:
  - Select **OK** to continue with the event timer, as is.
  - Select **Stop Timer** to stop the timer, or skip it one time.

  Note: Pressing INFO about a timer event only works one time. Subsequently pressing INFO results in the current program's information being displayed in the normal way.

When the Receiver is Off

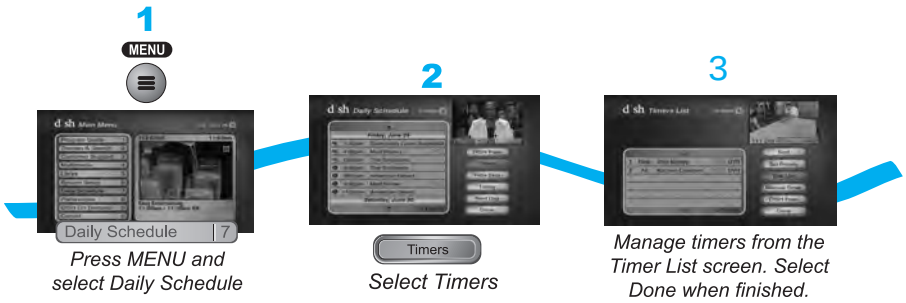
If the receiver is off when a scheduled timer occurs, the receiver will:

- **DVR**—Remain off (in standby mode), but will record the scheduled event.
- **Auto Tune**—Turn on for the event duration.
- **Reminder**—Turn on at the scheduled time. After a period of time, if you do nothing, the receiver will turn off again.
- **Ext**—Turn on for the event duration and tells the connected external device to record.

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 starts, the receiver may display only an error or password-entry menu screen.
- **For Pay-Per-View Programs**—You must order a Pay-Per-View program or event when you create an event timer for it.
- **For Blacked Out Programs**—If you set a timer for a program or event that is blacked out in your area, then when the timer occurs, the receiver may only display an error.

USING THE TIMERS LIST



Press MENU and select Daily Schedule

Select Timers

Manage timers from the Timer List screen. Select Done when finished.

1 Press MENU on the remote and select **Daily Schedule**.

2 Select **Timers** for the Timer List screen.

3 You can manage the timers from the Timer List screen. Select from the **Sort**, **Set Priority**, **Edit List**, **Manual Timer**, or **DISH Pass** options. Select **Done** when finished.

USING THE DAILY SCHEDULE

With the Daily Schedule use the ARROWS to select a future program and Skip or Restore an event timer. You can also choose to Protect it, or view the start early/end late settings.



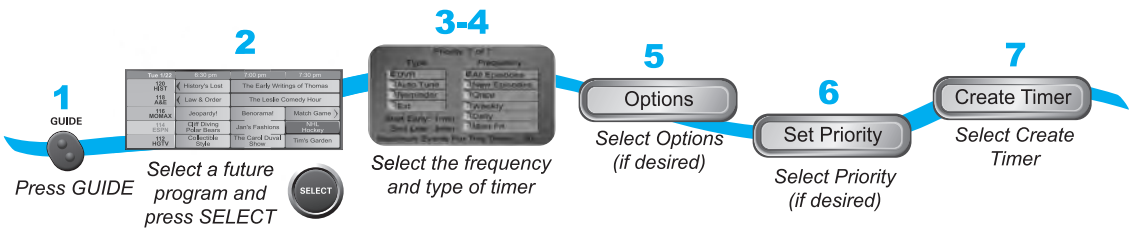
Press MENU and select Daily Schedule

Select a timer form the Daily Schedule list

Select Options

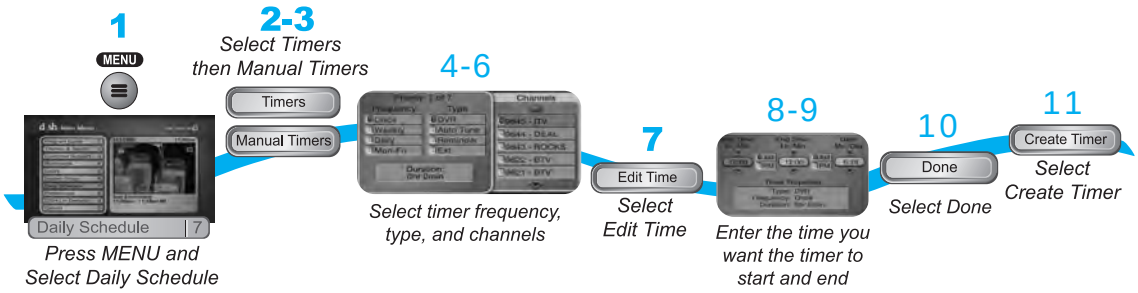
- To change the start early/end late setting, select the event within the Timers List.
- If the program is included in a Dish**PASS** timer, you cannot change the start early or end late times on an individual occurrence; it must be changed within the Dish**PASS** timer, selected from the full event Timers List.
- Press PAGE UP to see the previous days' timers. Review these timers if you want to see timer results (for example, if a timer recorded successfully or why it might have been skipped).

SETTING UP AN AUTOMATIC TIMER



1. Find a program or event to record that starts in the future using the Program Guide or Browse Banner. The program can be a satellite or over-the-air TV program (see page 125 for information and instructions on connecting an over-the-air antenna to your receiver).
2. Select the future program or event. The Create Timer screen displays.
3. Select one of the Timer Types (see page 64 for more details).
4. Select the Timer Frequency (see page 64 for more details).
5. Select any **Options** (see page 65 for more details), as applicable.
6. Select **Set Priority** if you would like to change the current priority of the event timer (see page 64 for more details).
7. Select **Create Timer** to save the new event timer.

SETTING UP A MANUAL TIMER

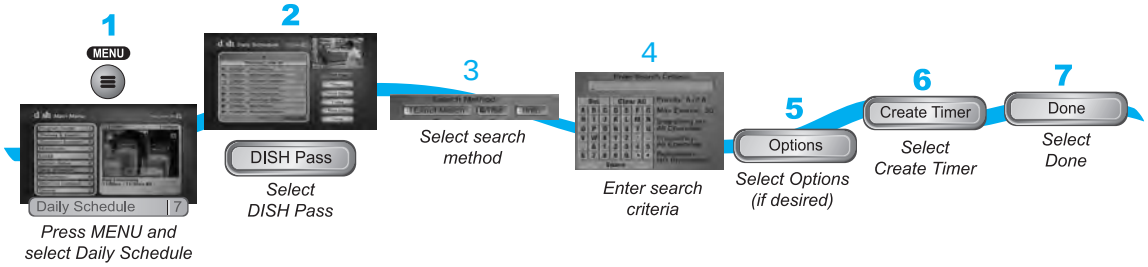


1. Press the MENU button and select **Daily Schedule**. You can also press the DVR button three times for quick access to the Schedule screen.
2. Select **Timers**.
3. Select **Manual Timer**.
4. Select one of the Timer Types (see page 64 for more details).
5. Select the Timer Frequency (see page 64 for more details).
6. Select the channel (may be either satellite or over-the-air TV). Use the UP/DOWN ARROWS, PAGE UP/DOWN, or NUMBER PAD buttons to find the specific channel.
7. Select **Edit Time**.
8. Set the **Start Time** and **End Time**, including either AM or PM for each.
9. Set the **Date**.
10. Select **Done**.
11. Select **Create Timer** to save the new event timer.

SETTING UP A DISHPASS™ TIMER

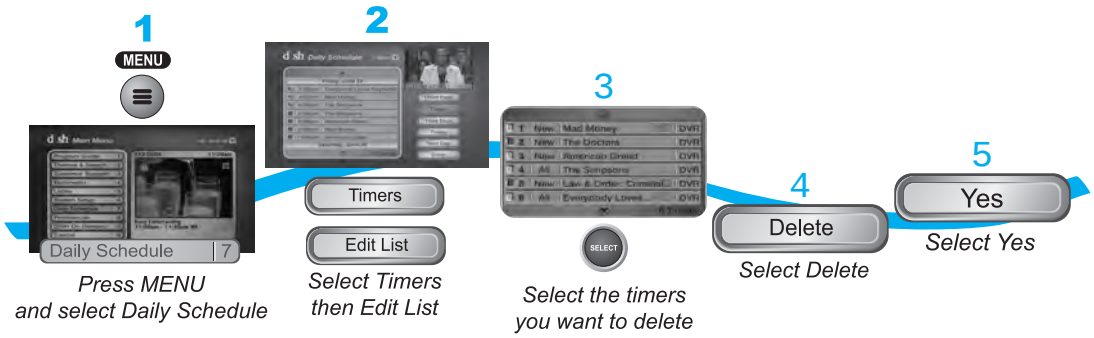
DishPASS lets you create timers to record programs automatically based on results of your search criteria. When the DVR finds programs listed that meet your search criteria, it will automatically set a timer to record that program. As the Program Guide is updated, DishPASS will continue to find and record newly listed programs or events based upon your search criteria. Note that DishPASS only finds programs on satellite TV channels.

An example of how to use DishPASS might be that you saw a movie in a theater and you want to watch it again as soon as it is available on a movie channel. Use the **Exact Match** and **Title** options, and then type the exact title of the movie. If the movie is made available on a movie channel you subscribe to, the receiver will automatically set a one-time event timer to record that movie for you.



1. Press the MENU button and select **Daily Schedule**.
2. Select Dish**PASS**.
3. Select your preferred Search Method:
   - **Title**—Search for programs or events by their titles.
   - **Info**—Search for programs whose descriptions or titles contain specified keywords.
   - Optionally, select **Exact Match** if you want to find exactly what you've entered in either the program title or info, when you select the **Title** or **Info**, respectively.
4. Enter your search criteria. You can use the virtual on-screen keyboard, or you can use the letters above the NUMBER PAD buttons on the remote control (similar to texting on certain mobile phones) while the highlight is in the Enter Search Criteria field. See *Using Text Fields* on page 23 for instructions.
5. Select any **Options** as described on page 65, if applicable.
6. Select **Create Timer**. When the receiver has completed your search, the Timer Schedule screen will display the results. **Note**: After entering your search words and selecting Create Timer, be sure to review the timers that Dish**PASS** has created—some may not be what you are expecting. You can:
   - Choose any selected events you want to Skip. Review timers for future events often.
   - Adjust your search terms and/or method. Select **Set Priority** to change the priority of your Dish**PASS**. To adjust your search further, delete the unwanted Dish**PASS** timer and try the following:
     — Change your Dish**PASS** search term(s) to be more specific.
     — Select **Exact Match** with the **Title** or **Info**.
     — Choose Dish**PASS** when you select a future program within the Program Guide, Browse Banner, or Search results. This will enter the program's exact title for you.
7. Select **Done** when finished with your new Dish**PASS** timer.

DELETING A TIMER



1 Press the MENU button and then select **Daily Schedule**.

2 Select **Timers** and then **Edit List**.

3 Select the timers you wish to delete.

4 Select **Delete**. A pop-up window asks you to confirm your choice(s).

5 Select **Yes** on the pop-up screen. The timer(s) you selected are now deleted.



TIPS

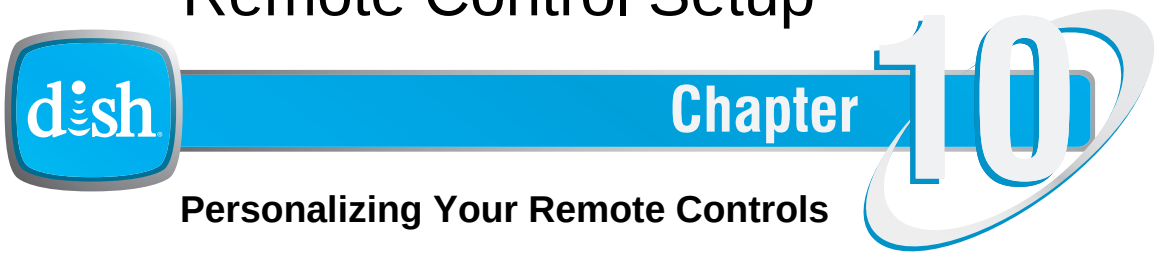
- Make sure the Updates feature is enabled, as described on page 108. By enabling this feature, the Electronic Program Guide (EPG) always will have the most up-to-date information, and your DVR can automatically adjust or create timers accordingly.
- Weekly, Daily, and Monday-Friday timers move only if the program is within one hour earlier or four hours later than the original time for which the timer was set. These timer frequencies will adjust their length if their event's time block is extended.
- Dish**PASS** recordings may fill DVR storage quickly. If you have other timers you know you don't want to be recorded over, choose **Protect** on those important programs.
- DVR Timers set for sporting events automatically end late by 60 minutes to allow for overtime. If you want to change this setting, use **Options** when you set up the timer.



QUESTIONS

- **Why is my receiver recording programs I didn't schedule?** A Dish**PASS** timer may include more programs than you initally planned. If you'd like to refine your search, delete the Dish**PASS** timer and start again as described on page 70.
- **Why did the receiver delete a program that I recorded?** If your recording was unprotected and the receiver's hard-disk drive fills up, your DVR deletes the oldest unprotected recording. You can protect your recordings as described on page 65.
- **Where can I go to find out why the receiver didn't record something that I had scheduled?** Look at your Daily Schedule screen and refer to *Reasons Why Timers are Skipped* on page 66.

Remote Control Setup



Personalizing Your Remote Controls

What you'll find in this chapter:

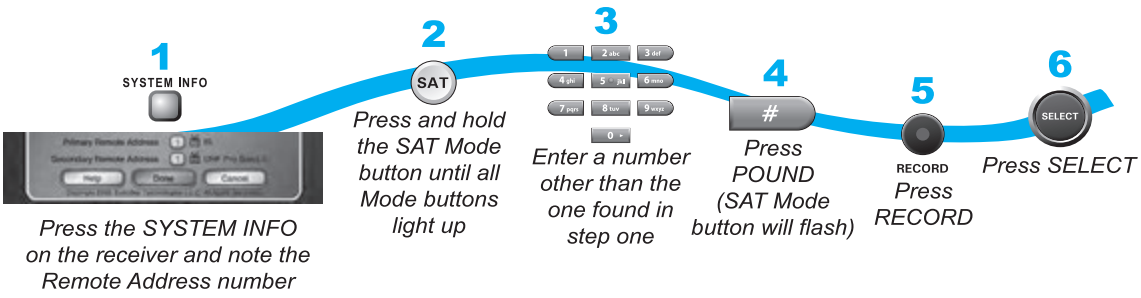
- IMPROVING RECEIVER CONTROL
- OPERATING OTHER DEVICES
- THE RECOVER BUTTON
- SENDING DISCRETE POWER ON AND OFF

IMPROVING RECEIVER CONTROL

These instructions help you improve your remote control settings to best operate your satellite receiver.

Changing the Address for Remote Control 2

Because UHF radio signals travel longer distances and can pass through walls, a neighbor's remote may be able control your receiver by mistake. To keep this from happening, you can change the remote address. Also, you can use these instructions to change the address on Remote Control 1.



1 Press the SYSTEM INFO button on the receiver's front panel. The System Information screen displays on the nearby TV and shows the current Remote Address.

Write down the Secondary Remote Address: _____

If you are changing the address for Remote Control 1, write down the Primary Remote Address: _____

2 Press and hold the SAT button 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 buttons to enter any number between 1 and 28, but *not* the one you wrote in step 1. If you wrote down an odd number in step 1, choose an even number; if you wrote down an even number, choose an odd number to enter here. See page 75.

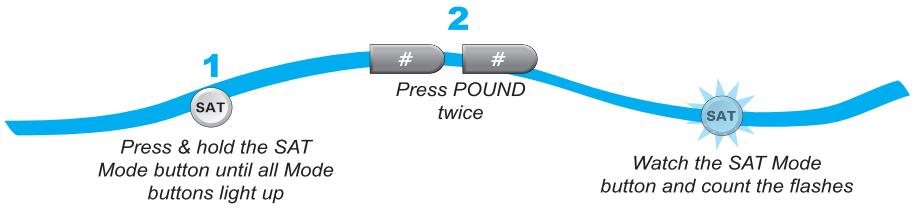
4 Press POUND (#). If you entered the address correctly, the SAT mode button light will flash three times.

Write down the number you entered: _____

5 Press and release the remote control's RECORD button. Make sure the Remote Address you see on the System Information screen is the same as the one entered in step 3. If it isn't, the remote cannot control the receiver. If it is the same number, your remote is linked.

6 Press the SELECT button on the receiver's front panel (or on your linked remote control) to close the System Information screen.

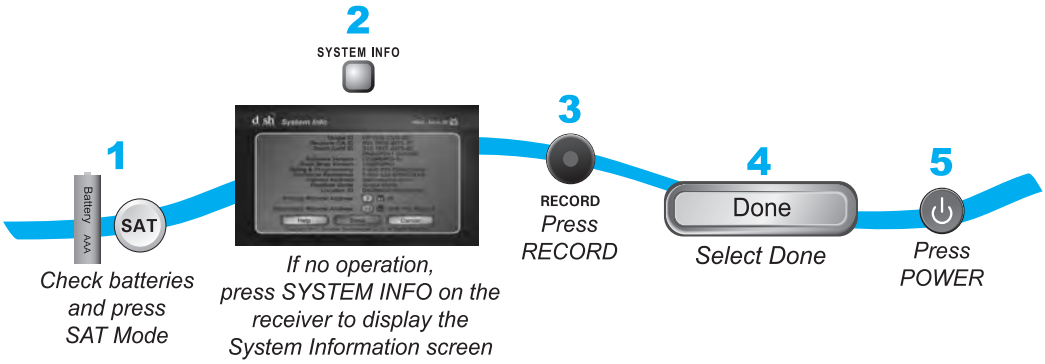
Checking the Remote Control Address



1 Press and hold the SAT mode button a few seconds until all of the mode buttons light up, then release SAT.

2 Press POUND (#) twice. The SAT mode button will flash 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 control has fresh batteries installed and is in SAT mode.

2 Press the SYSTEM INFO button on the receiver's front panel to display the System Information screen on the nearby TV.

3 Press and release the RECORD button on the remote control:

- **Remote Control 1**—The Primary Remote Address in the System Information screen changes to match the address preset in your TV1 remote control. Typically, the remote control for the nearby TV is set to IR only, unless you have received an IR/UHF Pro remote control replacement kit.
- **Remote Control 2**—The Secondary Remote Address in the System Information screen changes to match the address preset in your TV2 remote control. Odd-numbered remote addresses will automatically use UHF Pro Band A, while even-numbered addresses will use UHF Pro Band B. If you have two UHF Pro remote controls in your home, ensure that one uses an odd-numbered remote address and the other an even-numbered address. If you have more than two DISH remote controls, then consult the System Information screen on each of the receivers to ensure that all the IR/UHF Pro remote controls use different remote addresses.

4 Select **Done** to close the System Information screen.

5 Confirm the remote operates your receiver by pressing the POWER button on the remote to turn the receiver on or off (standby).

Adjusting the Remote Control Antenna

Be sure to point the remote control antenna (back of the receiver) straight up so you can use the remote control from as far away as possible. Don't let the antenna touch anything.

If your UHF Pro Remote Control 2 isn't working well from far away or another room, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try the following:

- Place the receiver higher than all of the other equipment in your cabinet or entertainment center.
- Provide space above the receiver so that the remote control antenna can be installed pointing straight up. If you cannot install the antenna straight up, tilt the antenna at no more than a 30° angle from vertical.
- Place the remote control antenna outside the entertainment center by using an optional coaxial cable to connect the antenna to the receiver.
- Try moving the receiver itself to other suitable locations.
- Move any nearby over-the-air antennas away from the remote control antenna. Do not sit an over-the-air antenna on top of your receiver.
- Install a UHF attenuator. See *Installing a UHF Attenuator* on page 77 for more details.

Changing UHF/IR Using the Switch

Your TV2 remote control has a switch to change from sending both IR and UHF signals to sending only IR. The switch comes preset to the UHF position, which sends both types of signals, but if you have a clear line of sight to the satellite receiver you're controlling with this remote, then you can change the setting to the IR position to lessen the likelihood of another UHF remote interfering with yours. This is applicable in Dual User mode for TV2.

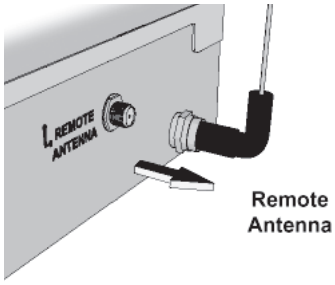


1. Remove the battery cover from the back of the TV2 remote control.
2. Use a small screw driver or a paper clip to carefully change the switch setting (typically from UHF, the default, to IR).
3. Put the battery cover back onto the back of the remote control.
4. Use the SYSTEM INFO button on the receiver's front panel to access the System Information screen.
5. Press and release the RECORD button on the remote control.
6. Make sure the System Information screen shows the correct information:
   - Switch position UHF—**IR/UHF Pro**
   - Switch position IR—**IR only**

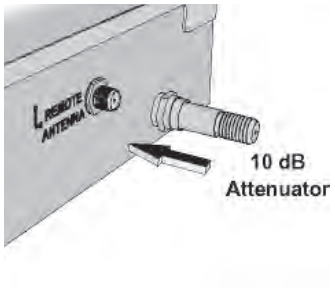
Installing a UHF Attenuator

Unwanted UHF signals may interfere with signals from the remote control to the receiver. To prevent such interference, you can install a 10 dB attenuator (available from many electronics parts stores). Adding this attenuator will help keep out stray UHF signals, but it will also cut down how far away your remote control can operate the receiver.

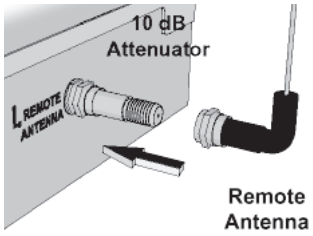
1 Remove the remote control antenna from the **REMOTE ANTENNA** input on the receiver's back panel.



2 Attach a 10 dB attenuator directly to the **REMOTE ANTENNA** input.



3 Attach the remote control antenna to the newly installed attenuator.



OPERATING OTHER DEVICES

To use the remote to control other devices (such as a TV, VCR, DVD/Blu-ray Disc™ player tuner, amplifier, or another compatible DISH receiver), you must first program it to control these other devices. You can do this by any of the following procedures:

- *Programming Using Device Code Tables* on page 82.
- *Programming Using Device Code Scan* on page 83.
- *Learning from Another Device's Remote* on page 85.
- *Using the System Wizard* on page 87.

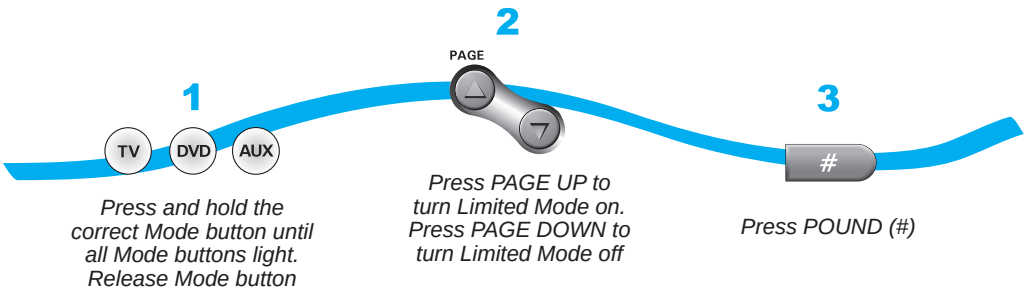
Remote Control Modes

Use the remote control's mode buttons, SAT (satellite receiver), TV (for a TV), DVD (for a VCR or a DVD/Blu-ray Disc player), and AUX ("auxiliary," for a second TV, DVD/VCR, tuner, amplifier, or a second DISH receiver) to set the remote control to the right mode for each device. To change the mode, firmly press the button for the device you want the remote to control. The mode button lights for about two seconds to show you've 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. When you use the remote to control your TV in Limited Mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR (using the button for a DVD or AUX device) in Limited Mode, you will only be able to use the POWER and VCR function buttons.

Turning Limited Mode On and Off

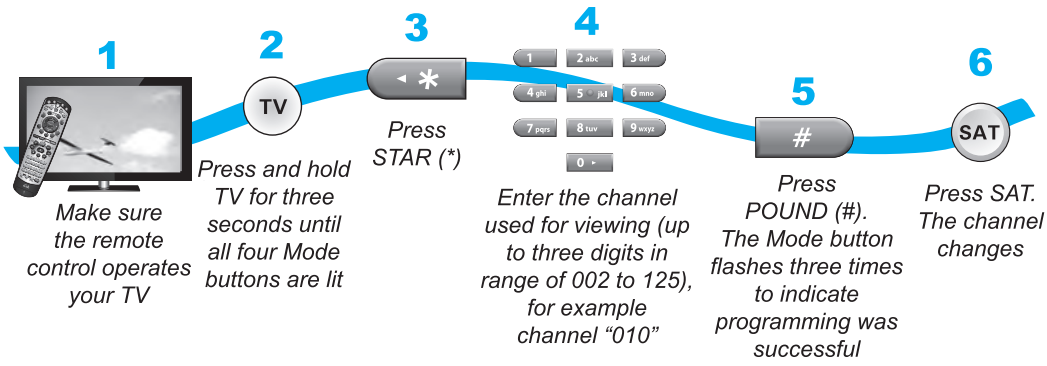


1. Press and hold the device mode button (for example, TV) for a few seconds until all of the mode buttons light up. Release the mode button.
2. Press:
   - PAGE UP to turn Limited Mode on.
   - PAGE DOWN to turn Limited Mode off.
3. Press the POUND (#) button on the remote control.

SAT Auto-Tune

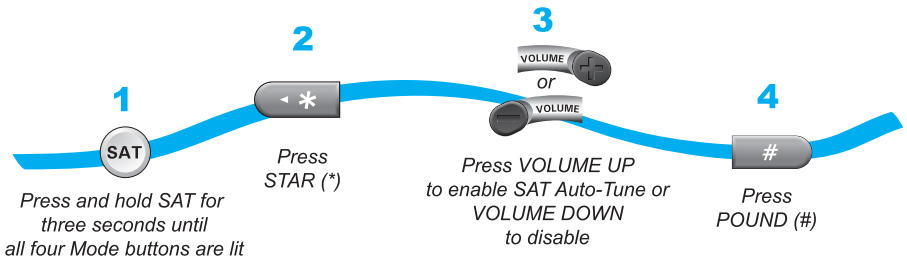
Most snowy, blue, or black screen issues occur because the TV is set to the wrong channel. Using the SAT Auto-Tune feature helps prevent that issue from occurring on TVs connected to the receiver's modulated output (usually TV2). Use SAT Auto-Tune to program the correct TV channel for satellite viewing into the DISH remote control. When the SAT button is pressed, the remote sends the programmed channel to the TV. This feature is enabled by default; however, if you want to use this feature, the channel must be programmed by following these steps.

Setting a SAT Auto-Tune Channel



1. Make sure the remote control has been programmed to operate your TV.
2. Press and hold the TV button for three seconds until all four device mode buttons are lit.
3. Press the STAR (*) button on the remote control.
4. Using the NUMBER PAD on the remote control, enter the channel number used for viewing (up to three digits in the range from 002 to 125), for example channel "010."
5. Press the POUND (#) button on the remote control. The TV mode button flashes three times to indicate programming was successful.
6. Press the SAT mode button to test the new Auto-Tune feature. The TV channel changes.

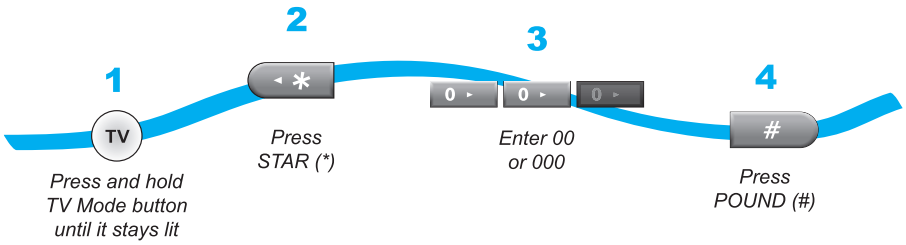
Enabling and Disabling SAT Auto-Tune



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

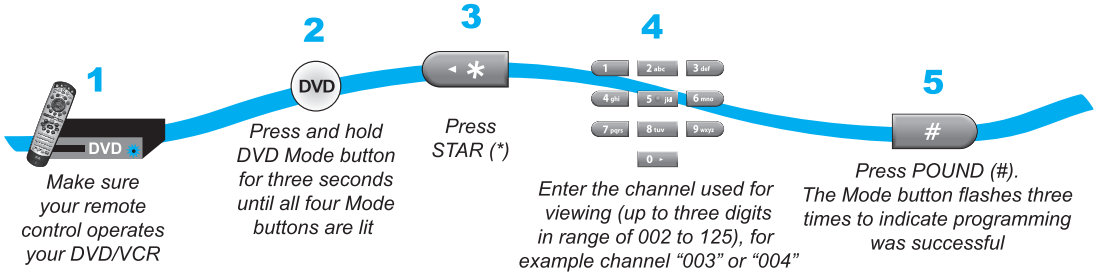
1. Press and hold the SAT mode button for three seconds until all four mode buttons are lit.
2. Press the STAR (*) button on the remote control.
3. Press VOLUME UP to enable SAT Auto-Tune or VOLUME DOWN to disable the feature.
4. Press the POUND (#) button on the remote control.

Removing the SAT Auto-Tune Channel



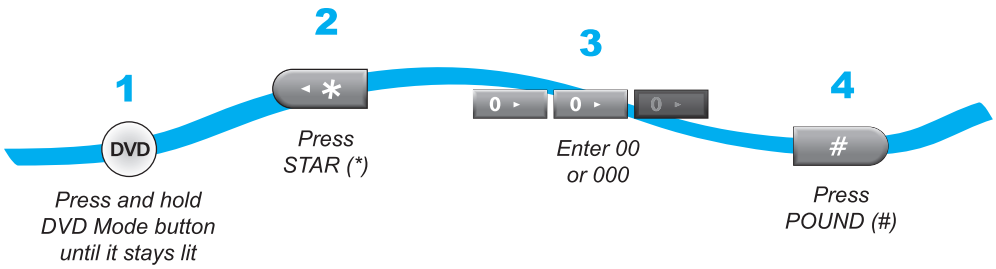
1. Press and hold the TV mode button for several seconds until it stays lit.
2. Press the STAR (*) button on the remote control.
3. Enter the digits 00 or 000 using the NUMBER PAD.
4. Press the POUND (#) button on the remote control.

Setting SAT Auto-Tune for DVD/VCR



1. Make sure your remote control operates your DVD/VCR.
2. Press and hold DVD Mode button for three seconds until all four Mode buttons are lit.
3. Press the STAR (*) button on the remote control.
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 the POUND (#) button on the remote control.

Removing SAT Auto-Tune for DVD/VCR



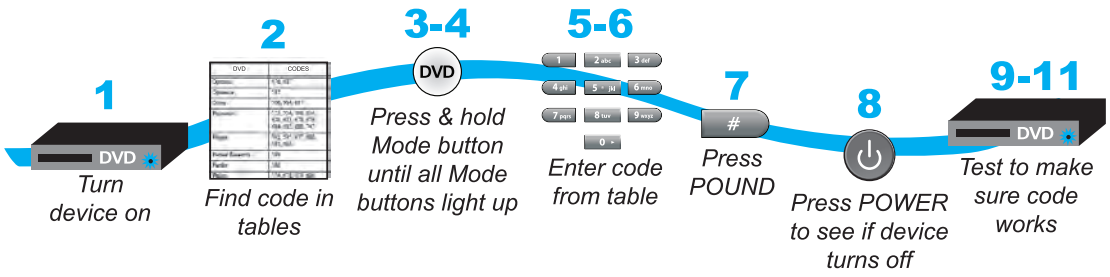
1. Press and hold DVD until it stays lit.
2. Press the STAR (*) button on the remote control.
3. Enter 00 or 000.
4. Press POUND (#).

Combination Devices

If you are programming the remote to control a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode (TV), and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using codes 622 815, follow the instructions to program the remote in TV mode using code 622, and then repeat the instructions to program in DVD mode to control the VCR using code 815.

Programming Using Device Code Tables

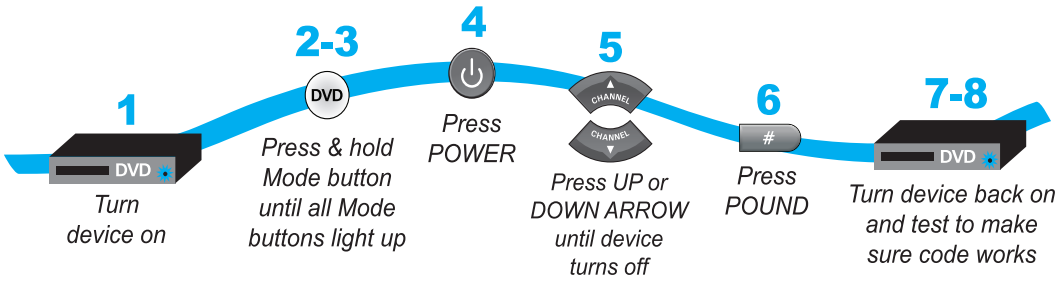
Set up the remote to control other devices using the manufacturer codes listed with your DISH remote. In the instructions below, the column on the left contains basic procedures to perform and the column on the right provides any additional information, if applicable.



	Instructions	Additional Information
1	Turn the device on.	Use the device's front panel buttons or its own remote control.
2	Find the brand name of the device in the tables included with your remote control.	If the brand isn't listed, see *Programming Using Device Code Scan* on page 83.
3	Press and hold the mode button until all the other mode buttons light up, then release the button. The mode button flashes.	For example, for a TV, press and hold the TV mode button until all of the other mode buttons light. When you let go of it, the TV mode button will flash.
4	*For AUX mode only*. Press 0 for a TV, 1 for a VCR, or 2 for a tuner or amplifier.	If you're not programming in AUX mode, skip to step 5.
5	Enter one of the three-digit device codes from the table using the NUMBER buttons.	The three-digit device code is 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, skip to step 7.	See Limited Mode for more information.
7	Press the POUND (#) button.	If you entered the code correctly, then the device 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, then the device should turn off.
9	Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, you can stop here.	Sometimes POWER works when other buttons don't. If in Limited Mode, try VOLUME or MUTE.
10	If the code doesn't work, repeat steps 3 through 9 with another device code from the tables.	Try every code listed in the tables for your brand until one works for your device.
11	If you can't find a code that works, then try *Programming Using Device Code Scan* on page 83.	

Programming Using Device Code Scan

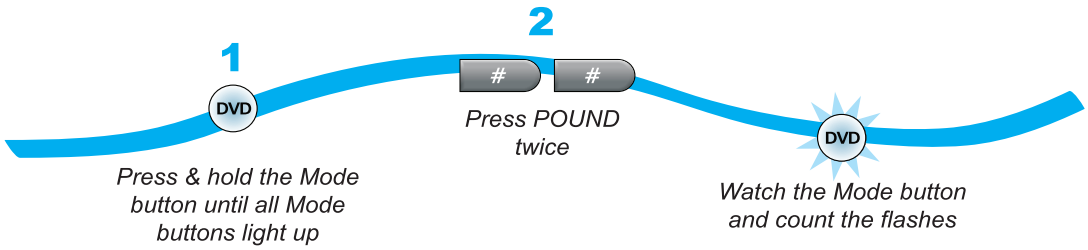
If the code for your device is not included with your remote list containing the manufacturer codes, or if you could not find a code that worked for your device, use this procedure to scan through the remote control's memory for the device code. In the instructions below, the column on the left contains basic instructions and the column on the right provides additional information.



Instructions		Additional Information
1	Turn the device on.	Use the device's front panel buttons or its own remote control.
2	Press and hold the mode button until all the other mode buttons light up, and then release the button. The device mode button flashes.	For example, hold the TV mode button until all of the other mode buttons light up. When you let go, the TV mode button will flash.
3	*For AUX mode only*. Press 0 for TV, 1 for VCR, or 2 for an audio tuner or amplifier. Then press the STAR (*) button.	This step is for specifying the type of device that will be programmed in AUX mode. If you're not programming in AUX mode, please skip to step 4.
4	Press the remote's POWER button.	This puts your remote into code scanning 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 its memory to see if it can turn off your device. When the device turns off, you have found a code that might work with your device. **Note**: The mode button for the device will flash rapidly eight times when you've scanned through all the available codes for the specified device.
6	Press the POUND (#) button.	The device mode button flashes three times and saves the code you found.
7	Turn the device back on and try some other buttons to make sure that they work also.	Sometimes POWER works when other buttons don't. If in Limited Mode (see step 6 on page 82), also try VOLUME or MUTE.
8	If necessary, repeat this procedure until you've tried all the different codes and chosen the one that works best with your device.	You may need to repeat the scan to find the best code for your particular device. **Note**: This process could be lengthy, because of this remote control's very large device-code database.

Checking the Device Codes

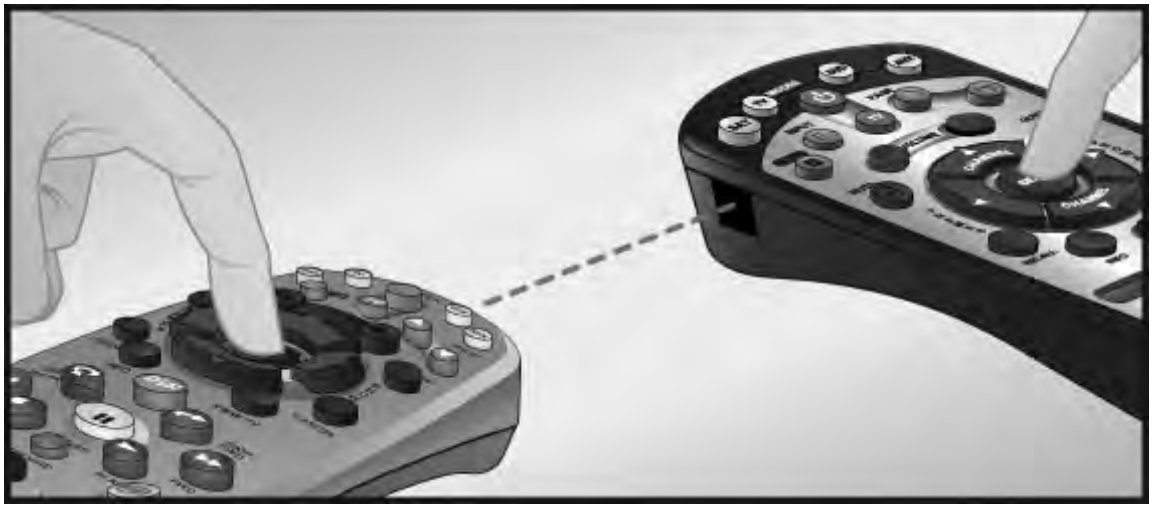
Use these steps to find the device code you've set for each remote control mode (TV, DVD, and AUX).



Instructions	Additional Information
1 Press and hold the mode button until all the other mode buttons light up, and then release the button. The device mode button flashes.	For example, hold the TV button until all of the other mode buttons light. When you let go, the TV mode button will flash.
2 Press the POUND (#) button 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 (0).	For example, if the code is 570, the mode button flashes five times, pauses briefly, flashes seven times, pauses again, and flashes once very quickly.
For AUX mode: The first group of flashes indicates what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV, one regular flash is for a VCR/DVD, and two flashes is for an audio tuner or amplifier.	For example, if the TV code is 570, the AUX mode button flashes once very quickly (indicating 0 for TV), pauses briefly, flashes five times, pauses again, flashes seven times, pauses once more, and flashes once quickly.
For a satellite receiver programmed in AUX mode: The AUX device mode button will flash the same number of times as the remote address number.	For example, if the receiver address is 3, the AUX mode button flashes three times.
For Limited Mode: If you have programmed a TV (or VCR) in Limited Mode, the device mode button flashes once at the end of the flash sequence.	For example, if the TV code is 570, the AUX mode button flashes once very quickly (indicating 0 for TV), pauses briefly, flashes five times, pauses again, flashes seven times, pauses once more, flashes once quickly, and then flashes once normally (indicating the TV device is in Limited Mode).

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 or 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 commands of the other device's remote control.



The remote control can learn commands in 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 remote control button without a learned command keeps the pre-existing command (if any) for that programmed device code.

OR

- Each button on this remote control can learn a command from the equipment's original remote control. For this type of learning, any remote control button without a learned command will have no function for that programmed device.

Learning can occur only on 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 "teach" your DISH remote control buttons specific commands for your devices, complete the following

Instructions	Additional Information
1 Ensure the DISH remote is working with the receiver.	See *Checking the Remote Control Address* on page 75.
2 Place both your DISH remote and the original devices'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-handed side of the DISH remote as seen on page 85.	Holding either remote control in your hand may cause learning to fail. 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, and then release it.	Hold the Mode button for approximately three seconds. Your selected mode button will blink.
4 To start learning commands for this mode: • If you've found a code for the device and programmed it into the remote, press and release RECALL (the Mode ligth goes offwhen RECALl is pressed and comes on when release), then press and hold the RECORD button for about three seconds until the Mode button is lit again. • 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 for about three seconds until the Mode button is lit.	To find and program the device code, use the instructions for *Programming Using Device Code Tables* on page 82 or *Programming Using Device Code Scan* on page 83. The device mode button that you selected 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. • If the DISH remote learns the command, the device 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.	You may need to try pressing the button on the original device's remote several times for the DISH remote to learns 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 30 seconds. The DISH remote control times out of learning and returns to its normal operation.

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

The learning sequence also ends if the remote:

- Runs out of memory for learned commands, whereupon it saves the commands you have learned for equipment in this mode, exits learning and returns to its normal remote control operation. Then the DISH remote cannot learn any additional commands.
- Batteries are too low for learning, when all the mode buttons blink quickly eight times. Learning ends **with no learned commands saved**, and the DISH remote control returns to its normal operation. Change the remote's batteries.

Using the System Wizard

By pressing and holding the ZERO (0) key on your DISH remote control, you enter the System Wizard on your receiver. The remote must be no more than 10 feet from the receiver. Make sure the receiver is not blocked and you do not move the remote or the while accessing the System Wizard.

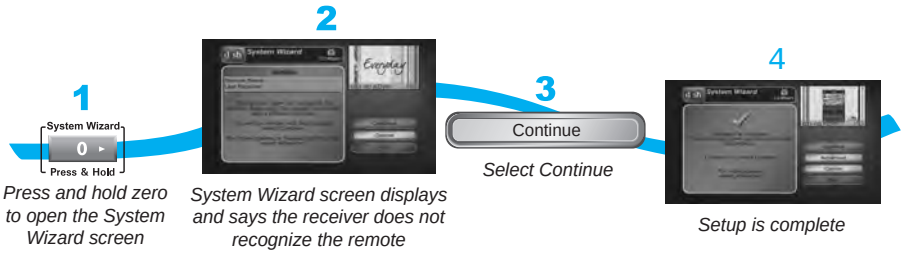


The System Wizard feature can help you diagnose certain problems you may be having with your DISH remote control's operation, including:

- *Remote Is Not Recognized*
- *Adjust Remote Configuration*
- *Back Up Receiver and Remote Settings*

Remote Is Not Recognized

The remote control may not be immediately recognized by your receiver.



Press and hold zero to open the System Wizard screen

System Wizard screen displays and says the receiver does not recognize the remote

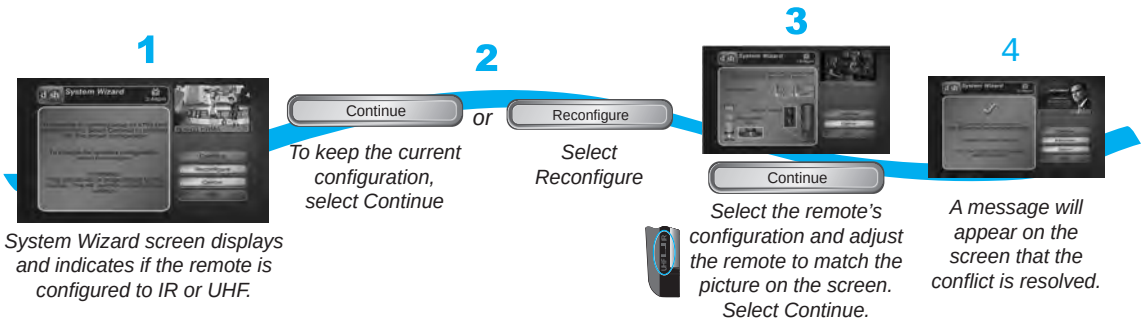
Select Continue

Setup is complete

1. Press and hold ZERO (0) to open the System Wizard.
2. The System Wizard screen says the receiver does not recognized the remote.
3. To use the remote with the receiver, select **Continue**. Information transfers to enable remote use.
4. The setup is complete. Select **Continue** to watch TV.

Adjust Remote Configuration

You may see a screen asking you to adjust the physical configuration of the remote control.



System Wizard screen displays and indicates if the remote is configured to IR or UHF.

To keep the current configuration, select Continue

Select Reconfigure

Select the remote's configuration and adjust the remote to match the picture on the screen. Select Continue.

A message will appear on the screen that the conflict is resolved.

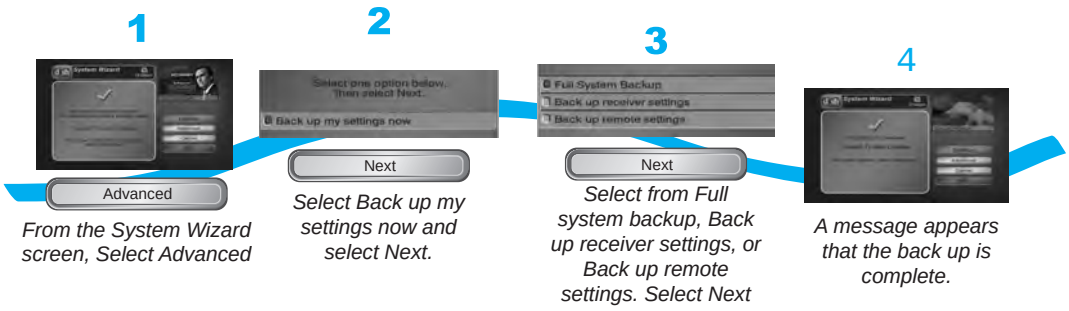
1. The System Wizard screen describes if the remote is configured to IR or UHF.
2. To keep the current configuration, select **Continue**.

   OR

   Select **Reconfigure**. Settings will take a few minutes to transfer. Do not move the remote or the receiver during this process.
3. Select the desired remote configuration on the screen and adjust the remote to match the screen configuration.
4. A message appears indicating the conflict is resolved. Select **Continue** to watch TV.

Back Up Receiver and Remote Settings

Select Advanced to back up your receiver and remote control settings including Timers, Favorites, and Locks.



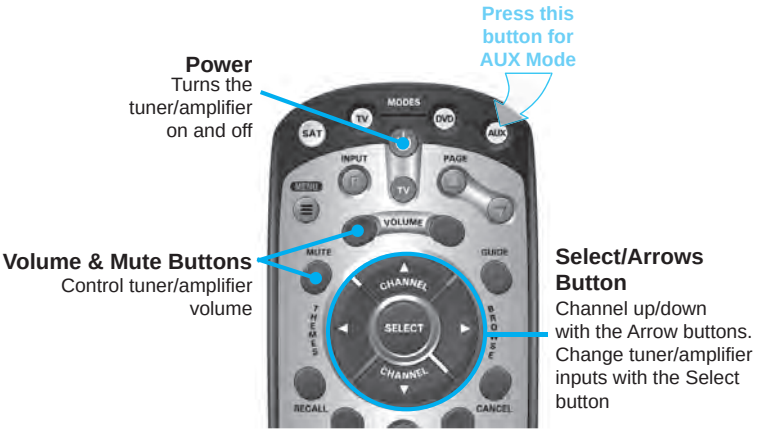
1. Press and hold the ZERO (0) button to access the System Wizard. If no other conflicts appear, select **Advanced**.
2. Select **Back up my settings now** and select **Next.**
3. Select **Full System Backup**, **Back up receiver settings**, or **Back up remote settings**. Select **Next**. Transferring may take a few minutes. Do not move the remote or the receiver during this process.
4. When the back up is complete, a message appears that the back up is complete. Select **Continue** to watch TV.

Controlling a Tuner or Amplifier

Use the following remote control buttons to control a tuner or amplifier. When the remote control is set up, press the AUX device mode button to set the remote to AUX mode. The AUX mode button will stay 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.

AUX Mode

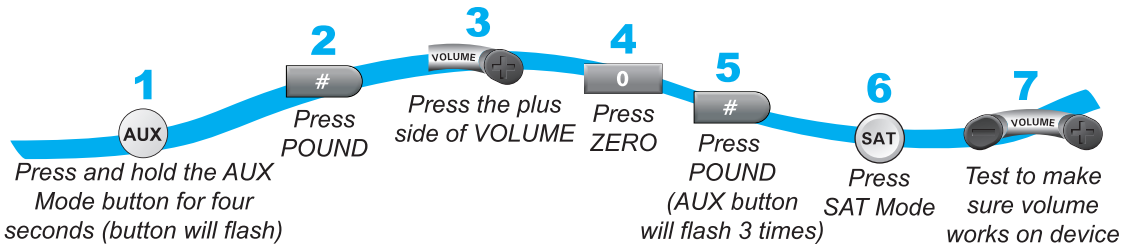
To use the features described in this section, make sure you are in AUX mode by pressing the AUX Mode button. AUX



Switching Between TV and Tuner/Amplifier Volume Adjustment

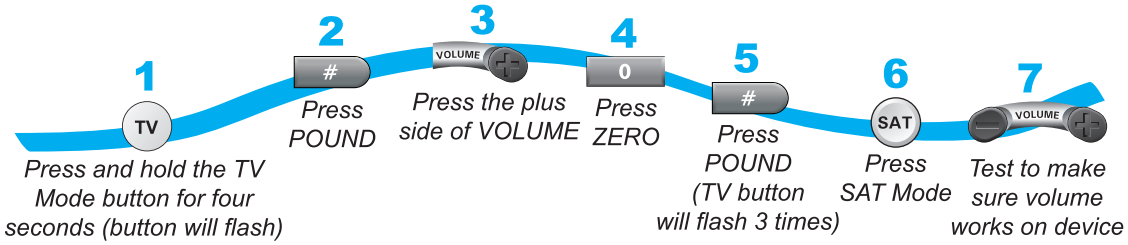
When the remote control is set up to operate your TV, the VOLUME and MUTE buttons will adjust your TV volume by default. If you prefer the volume and mute functions of the remote control to adjust the volume of a remote-controllable audio tuner/preamp or amplifier device instead of the TV, this capability can be set up using AUX mode of the remote control.

To Use a Tuner or Amplifier's Volume Control



1. Press and hold the AUX button until all the mode buttons are lit, then release it.
2. Press the POUND (#) button.
3. Press the PLUS side of the VOLUME button.
4. Press ZERO (0).
5. Press POUND (#). The AUX button flashes three times.
6. To confirm the VOLUME buttons are operating the tuner/amplifier's volume control, press SAT Mode.
7. Test the volume to make sure the device works. Your tuner/amplifier's volume should change rather then your TV's volume.

To Use a TV's Volume Control

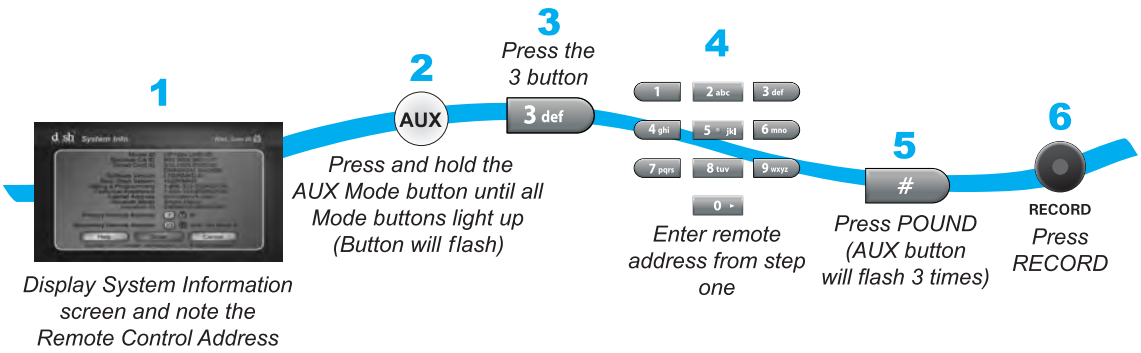


1. Press and hold the TV button until all the mode buttons are lit, then release it.
2. Press the POUND (#) button.
3. Press the PLUS side of the VOLUME button.
4. Press ZERO (0).
5. Press POUND (#). The TV button flashes three times.
6. To confirm the VOLUME buttons are operating the TV's volume control, press SAT Mode.
7. Test the volume to make sure the device works. The TV's volume should change.

Programming to Control a Second Satellite Receiver

If you have another DISH satellite receiver installed in your home, you can use the remote in AUX mode to control it along with your new receiver. When you program the remote to control another receiver, the remote will send out IR signals to the receiver so the line-of-sight to the second receiver must be unobstructed. You can program the remote to control most other DISH receivers *except* the following models:

- You cannot control TV2 programming on a DISH 322, ViP222, ViP222k, ViP622 DVR, ViP722 DVR, ViP722k DVR, DISH Player-DVR 522, 625, and 942 receivers.
- The DishPlayer 7100/7200 receiver cannot be controlled by current-model remotes.



1 Turn on the other receiver and use the front-panel button to display its System Info screen.

Write down the receiver's address: _____

2 Press and hold the AUX mode button until all the other mode buttons light up, and then release AUX. The AUX mode button flashes.

3 Press the 3 button on the remote control's NUMBER PAD.

4 Use the NUMBER PAD on the remote to enter the address you wrote in step 1.

5 Press the remote control's POUND (#) button. The AUX mode button blinks three times.

6 Press RECORD and ensure the remote control's address matches the address displayed on the receiver.

THE RECOVER BUTTON

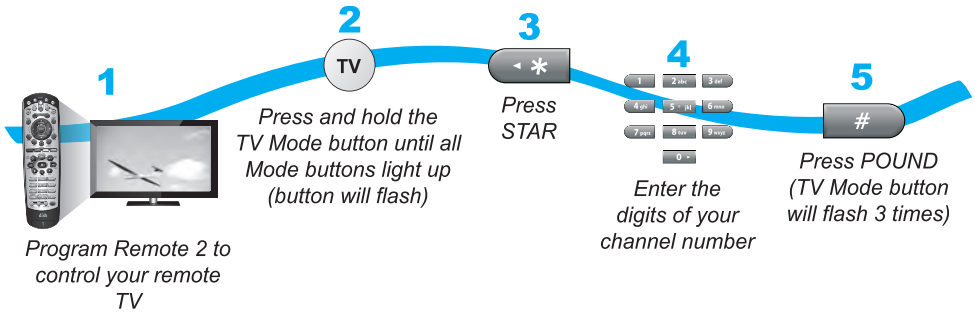
Use RECOVER if you have a snowy, all blue, or black screen on your TV and cannot get the picture back from your satellite receiver. When you press RECOVER as described, the remote control sends commands to your TV to change channels or video inputs to get back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (See *Troubleshooting* on page 134 for more information).

Note: The remote must be programmed to control the TV (and VCR, if applicable) in order for RECOVER to work as described.

Note: The RECOVER feature will first try to tune your TV to channel 3, then to channel 4, and then change to other video inputs with each press of the RECOVER button. You may need to press the RECOVER button up to 30 times to recover your satellite TV video. If RECOVER has been programmed to use a specific channel, RECOVER will tune the TV to this specific channel first (for example, to channel 60).

Programming the Recover Button for Remote Control 2

When your Remote Control 2 is shipped from the factory, the RECOVER button is set up to restore satellite TV viewing by tuning your TV (or VCR) to channel 3 or 4, and other input(s). The following instructions describe how to program the RECOVER button to tune your remote TV (or VCR) back to a selected TV channel.

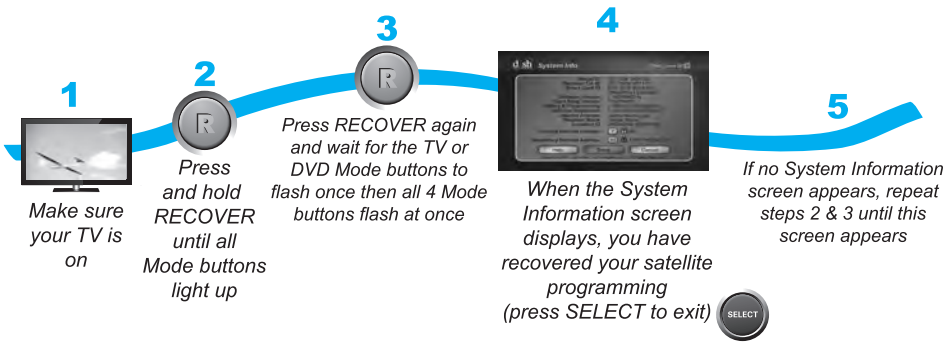


1. Turn on your TV and program Remote 2 to control your remote TV (see and page 82 and 83.
2. Press and hold the TV mode button until all the Mode buttons light up.
3. Press STAR (*).
4. Enter the specific three-digit number channel that you use to watch TV2 programming. (For two-digit number channels, use a zero first. For example, enter channel 60 as 060.)
5. Press and hold POUND (#). The TV mode button will flash three times.

Using the Recover Button

The following setup is required to use the RECOVER feature:

- The remote control must be set up to control the TV and, if installed, the VCR.
- If a VCR is installed, then it must be connected as shown on page 124.
- On a remote TV, the RECOVER button must be programmed to tune your remote TV to the specific channel set to receive TV2 programming (for example, channel 60), using the instructions shown on page 93.



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.

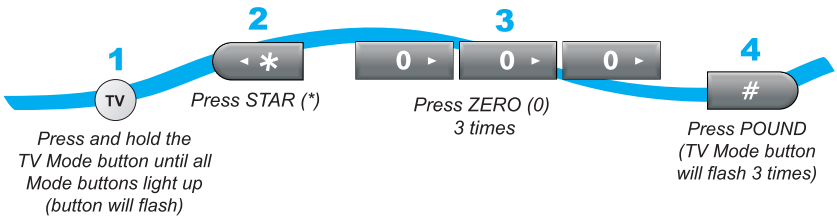
5 If the System Info screen doesn't display, repeat Steps 2 and 3 until the System Info screen appears.

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

Note: If the RECOVER button is *not* programmed to a specific channel, then RECOVER will first try to tune your TV to channel 3, then to channel 4, and then other video input(s) with each press of RECOVER. You may need to press RECOVER up to 30 times to recover your satellite TV video. If RECOVER is programmed to a specific channel (see page 93), RECOVER will tune the TV to that specific channel (for example, channel 60).

Removing the Recover Button Channel Programming

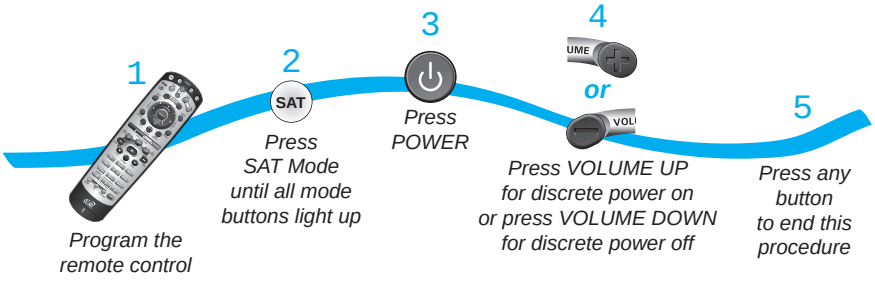
The following instructions describe how to reset the RECOVER button to the default, of restoring satellite viewing by tuning your TV (or VCR) to channel 3, 4, and other inputs.



1. Press and hold the TV mode button until all mode buttons light up.
2. Press STAR (*).
3. Press the ZERO (0) button three times.
4. Press POUND (#) and the TV mode button will flash three times.

SENDING DISCRETE POWER ON AND OFF

Installers use discrete power on and power off IR commands when programming macro commands into universal remote controls. Using an on-only or off-only command is more effective than a toggle on/off command when trying to make sure the satellite TV receiver is reliably in one state or the other. To use these discrete power on and power off commands, complete the following:



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.



TIPS

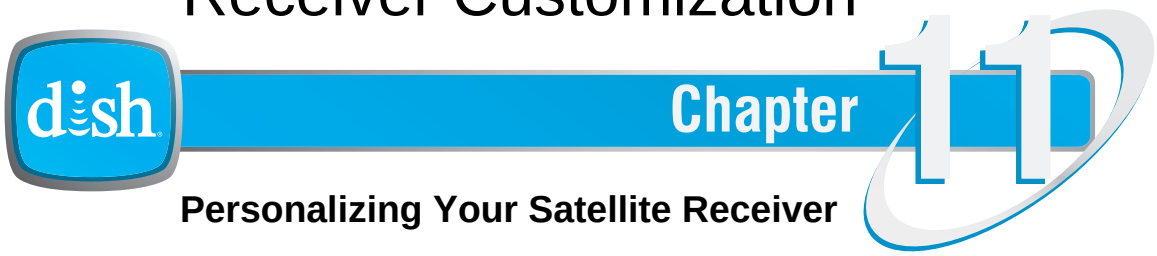
- If using a specific channel for TV2 (for example, channel 60), TV2's remote control must be programmed with a TV2 channel before you can use the RECOVER feature.
- Place the channel sticker on the remote TV (TV2) and write down the channel set up to watch DISH satellite programming. These stickers are inside the front cover of this guide.
- If you don't want to accidentally change channels on your TV (or VCR, if applicable), then you may place the remote control in Limited Mode, as described on page 78.
- Make sure you have a remote control antenna connected so you can use Remote Control 2. See page 17 for instructions.



QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
  - Make sure the remote control is in the correct device mode (page 78).
  - Check that the batteries are working and installed correctly (page 17).
  - Check the receiver and remote control address (pages 75 and 84).
  - Check (page 17) or adjust (page 76) the remote control antenna connection.
- **Why does my receiver change channels or display menus at random?** A neighbor may have DISH remote control set on the same address. Change the address on your new remote control and receiver as described on page 74. If that doesn't fix it, you may have to install a UHF attenuator as described on page 77.

Receiver Customization



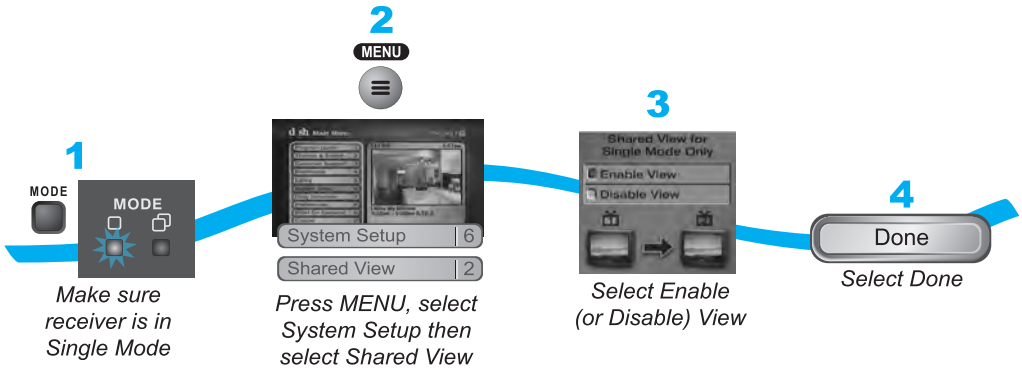
Personalizing Your Satellite Receiver

What you'll find in this chapter:

- Using Shared View
- Modulator Setup
- Using Multimedia
- Using Caller ID
- Customize the Guide and Channel List
- Changing Languages
- Using Closed Captioning
- Using Audio Output
- Resetting to Factory Defaults
- Scheduling Receiver Updates
- Inactivity Standby
- Using TV Everywhere

USING SHARED VIEW

Shared View is a feature of Single Mode on your receiver that lets you activate the TV2 audio and video outputs to display the same programming as the TV1 outputs. While using this feature, both Remote Control 1 and Remote Control 2 for your satellite receiver can control what is displayed on all TVs connected to the system. This feature is available only while in Single Mode.



1. Make sure the receiver is in Single Mode.
2. Press MENU, select **System Setup** and then **Shared View**.
3. Select **Enable View** or **Disable View**.
4. Select **Done.**

Note: Make sure you are using Remote Control 1 and TV1 because you cannot enable or disable this feature while using Remote Control 2.

Note: If you do not want to display programming on any TV besides TV1 and you do not want Remote Control 2 to control the receiver, select **Disable View**. After you select **Done**, TV2 will show a screen in Single Mode that says Shared View is currently disabled.

MODULATOR SETUP

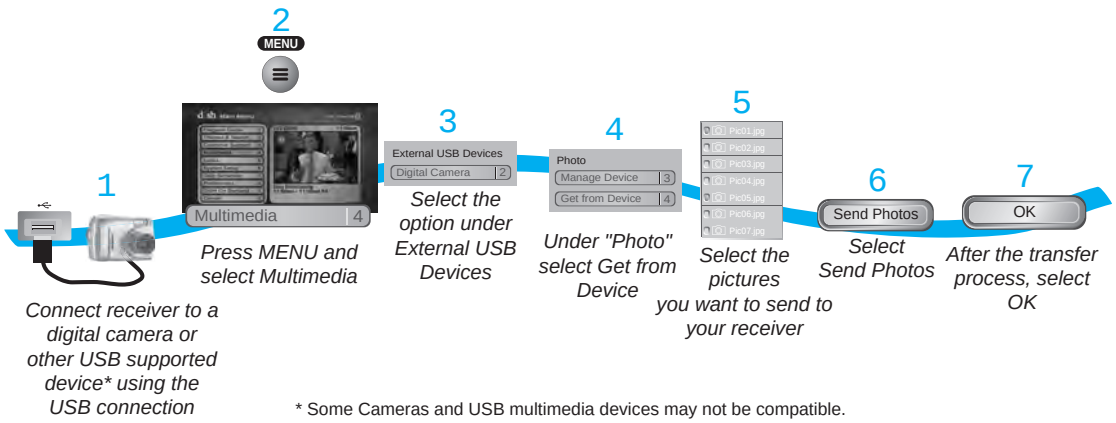
If you have TV1 and TV2 connected to the receiver with coaxial cables (see page 115), you can decide which channel you'd like to use to view your DISH programming on each TV. Use Remote Control 1 to view or change this setting on TV1. If you have locked the receiver, then you'll have to enter the password to enable TV1's output on the screen. Make sure that each TV connected to your system is able to tune to the specific channel you choose for it before you finish changing the setting on this screen. If more than one TV is connected to TV2 outputs, all these TVs must be able to be tuned to the channel chosen for TV2 output.

USING MULTIMEDIA

Photos

Copy photos from select digital cameras and storage devices to the receiver's hard-disk drive for viewing on the connected TV (options vary by receiver model). Now you don't have to pass photos around or have a crowd of people hover around your digital camera.

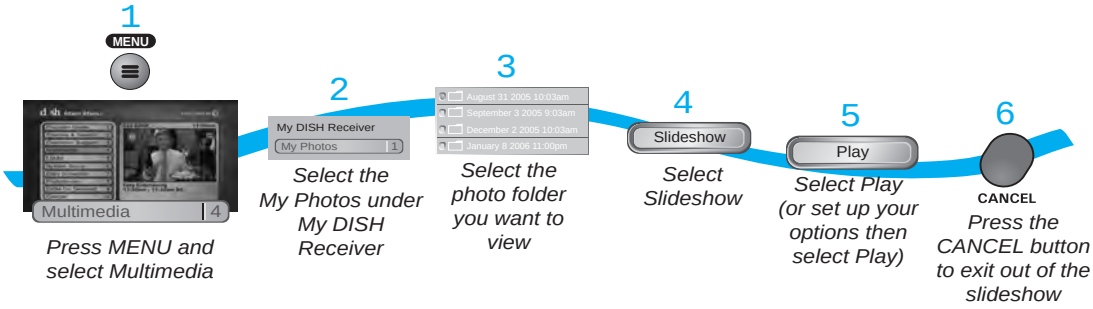
Transferring Photos to Your Receiver



* Some Cameras and USB multimedia devices may not be compatible.

1. Connect the receiver to a digital camera or other USB device using the USB connection.
2. Press MENU and select **Multimedia**.
3. Select the option under External USB Devices.
4. Under Photo, select **Get from Device**.
5. Select the pictures you want to send to your receiver.
6. Select **Send Photos.**
7. After the transfer process is complete, select **OK**.

Viewing Photos on Your Receiver



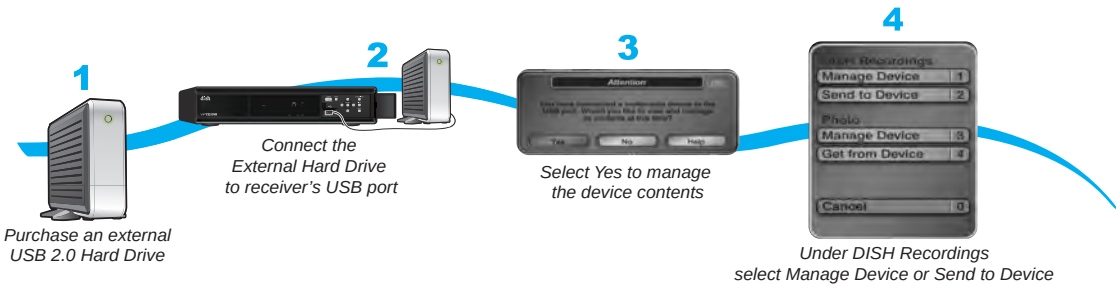
1. Press MENU and select **Multimedia**.
2. Select the **My Photos** under My DISH Receiver.
3. Select the photo folder you want to view.
4. Select **Sideshow**.
5. Select **Play** (or set up your options then select **Play**).
6. Press CANCEL to exit out of the sideshow.

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. An hour-long, standard-definition program will transfer to the ARCHOS in only about five minutes! Copy protection for certain content may apply. Visit the mydish.com/support/drm website for more information.

External Hard-Disk Drive

You can expand the storage capacity of your receiver's DVR by connecting a compatible, external USB 2.0 hard-disk drive (HDD). With the Archiving feature enabled on your account (fees may apply), you can transfer programs from the receiver to your external storage device, and play back programs directly from a connected external drive.



Purchase an external USB 2.0 Hard Drive

Connect the External Hard Drive to receiver's USB port

Select Yes to manage the device contents

Under DISH Recordings select Manage Device or Send to Device

To choose a compatible external hard-disk drive, consider the following:

- The hard-disk drive must have a USB 2.0 data connection.
- The capacity of the hard drive should be between 40GB and 2TB.
- Using a hard-disk drive with an external power supply is recommended. External hard drives powered only by the USB cable may not function properly with your receiver.
- Do-it-yourself expansion kits and expandable storage racks may not be compatible.
- Only hard drives that are single-disk units are currently supported.
- Dedicate the hard-disk drive for use only with your DISH receiver; do not use the drive for any other purposes, such as the backup and storage of computer files.

To use the external hard-disk drive feature:

1. Purchase a USB 2.0 hard-disk drive from a consumer electronics retailer.
2. Connect the drive to one of the receiver's two USB ports, making sure to follow any connection instructions that came with the hard-disk drive.
   Note: Currently, the receiver supports having one USB device connected at a time. If you have a second USB device such as a digital camera or portable media player connected to the receiver, you should disconnect it before connecting the external hard-disk drive.
3. If the external hard-disk drive is compatible, you'll see a pop-up message screen confirming the multimedia device's connection and asking if you want to manage its contents. Select **Yes**.
4. Under DISH Recordings, select either **Manage Device** or **Send to Device** to add and delete archived DVR content.

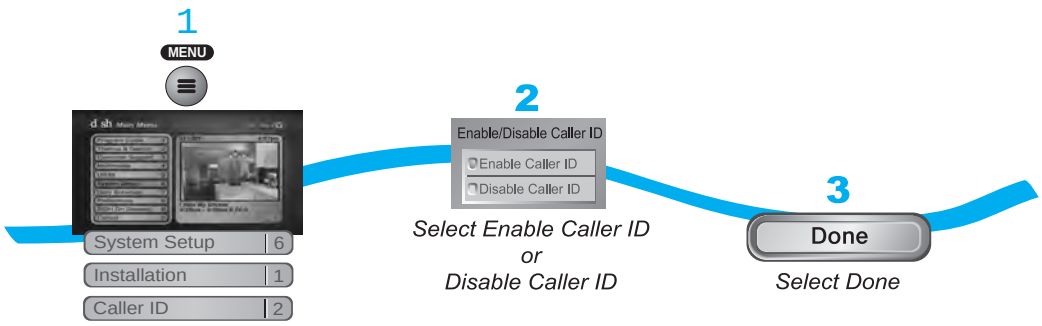
   Note: To manage the device contents, press the DVR remote button and select **My Media**. Then select under External USB Devices, **My Media** to manage the external hard drive's content.

USING CALLER ID

Caller ID displays on your TV if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver, Caller ID is enabled on your phone line, and that the Caller ID option is selected on your receiver.

Setting Up Caller ID Display

Use these instructions to enable or disable the Caller ID feature on your receiver.



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**.

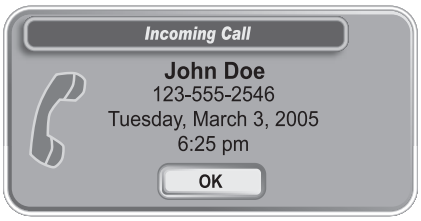
Caller ID Screens

When you receive a call, you will see a Caller ID pop-up screen.



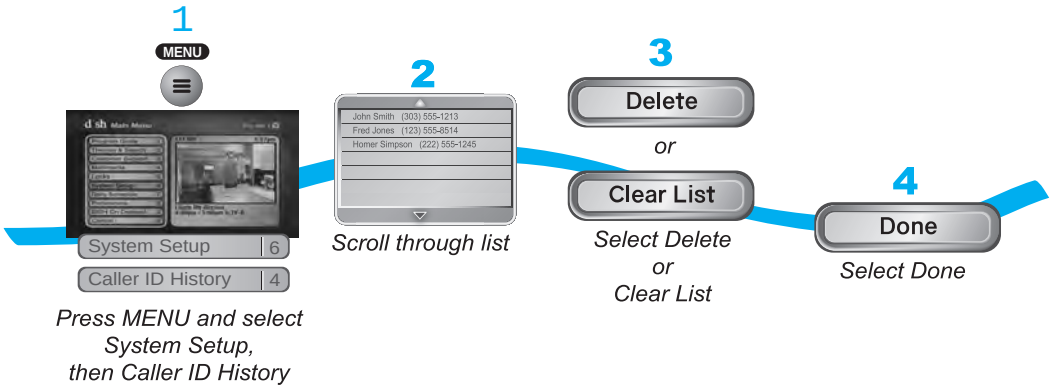
You can select **OK** to eliminate the message. If you do nothing, the message will disappear after about 20 seconds.

If you are using a menu screen when a call comes in, you will see a different Caller ID pop-up screen. You can select **OK** to eliminate the message.



Using Caller ID History

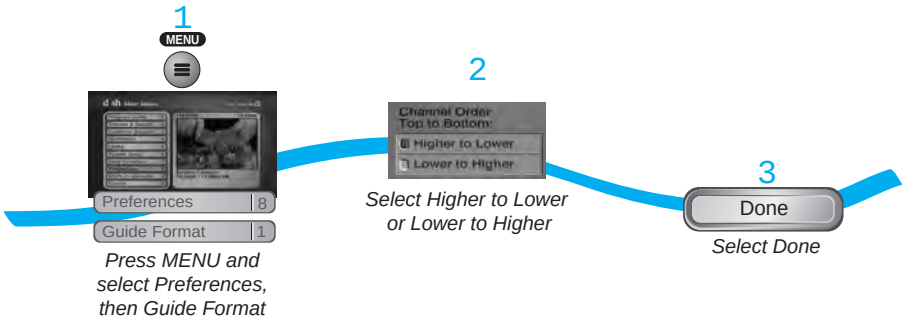
Your receiver also stores a history of the incoming calls. Use the following instructions to view and delete numbers from your Caller ID History.



1. Press MENU and select **System Setup.** Select **Installation** and then **Caller ID**.
2. Scroll through the list that displays.
3. Select **Delete** to delete selected histories or **Clear List** to delete all histories.
4. Select **Done**.

CUSTOMIZE THE GUIDE AND CHANNEL LISTS

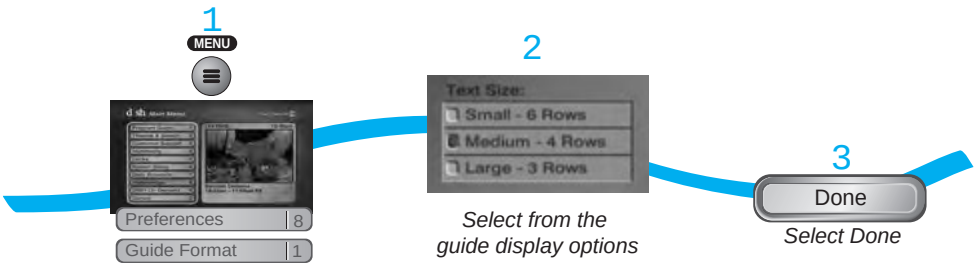
You can set up the on-screen Program Guide to list channels in descending order, with the highest channel number displayed at the bottom of the TV screen, or in ascending order, with the highest channel number displayed at the top of the screen. The default setting is to list channels in descending order.



1. Press MENU and select **Preferences,** and then select **Guide Format.**
2. Select **Higher to Lower** or **Lower to Higher** under 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 on your TV screen.



Press MENU and select Preferences, then Guide Format

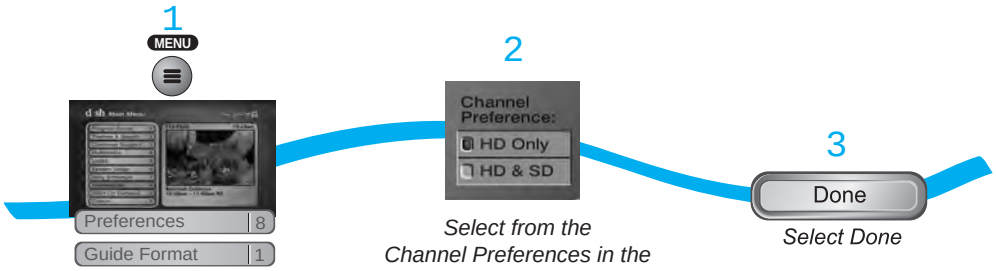
Select from the guide display options

Select Done

1. Press MENU and select **Preferences,** and then select **Guide Format.**
2. Select one of the following Guide Format options:
   - **Small**—This option is the default option. The Program Guide displays video in the upper right corner and six rows of channels per page.
   - **Medium**—Choose this option if you would like larger text on your Program Guide. The Guide displays video in the upper right corner and four rows of channels per page.
   - **Large**—Choose this option i if you would like to see video in the upper right corner and three rows of channels per page.
3. Select **Done.**

Channel Display Preferences

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



Press MENU and select Preferences, then Guide Format

Select from the Channel Preferences in the guide display options

Select Done

1. Press the MENU button, select **Preferences**, and then **Guide Format**.
2. Choose a preference for channel display in the Program Guide and the other channel lists under Guide Format:

- **HD Only**—Displays only HD versions of the local channels 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)**—Displays both HD and SD local channels at the local station's channel number (This is also referred to as disabling "HD map down").

  Note: Changing the channel display preference may cause timers on those channels to be lost. Review your timers list after making changes (see *Using Timers List* on page 67.)

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.



1 Press the MENU button, select **Preferences**, and then **Alternate Audio.**

2 Select the preferred language.

3 Select **Done**.

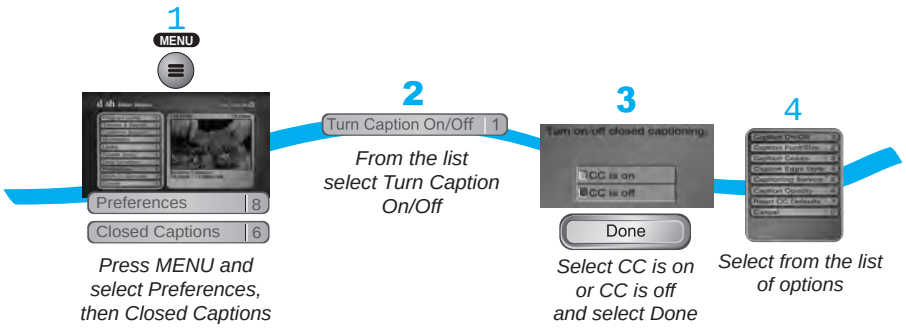
USING CLOSED CAPTIONING

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 on the receiver's integrated DVR (Digital Video Recorder), even if you didn't have them turned on at the time the program or event was recorded. Use the following questions and table to determine if CC is available at your TV location:

1. Are you watching SD or HD programming?
2. Are you in Single or Dual Mode? Refer to page 15 for information on switching modes.
3. Are you watching the nearby TV (TV1) or a remote TV (TV2)?

Programming Type	Single Mode	Dual Mode
SD Programming	TV1: CC available through the receiver. TV2: CC available through the receiver.	TV1: CC available through the receiver. TV2: CC must be enabled on the TV.
HD Programming	TV1: CC available through the receiver. TV2: CC available through the receiver.	TV1: CC available through the receiver. TV2: CC must be enabled on the TV.

Note: Not all programming contains any CC information.



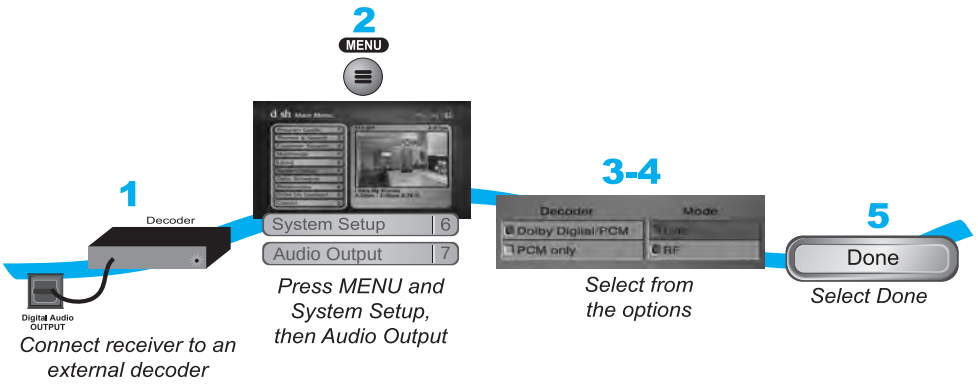
1. Press the MENU button, select **Preferences**, and then **Closed Captions.**
2. Select **Turn Captions On/Off**.
3. Select **CC is on** or **CC is off**, then select **Done**.
4. Choose the display options that match your preferences, then select **Done**.
   - **Caption Font/Size**: Select a comfortable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

USING AUDIO OUTPUT

Dolby® Digital gives you the capability to enjoy program audio in surround sound. An external decoder is required to enjoy this feature. Refer to your decoder's user's guide.

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

Your new receiver uses an optical port for outputting digital audio. The 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/PCM**: Select this option only if the stereo system or amplifier can both decode Dolby Digital and also support Linear PCM digital 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

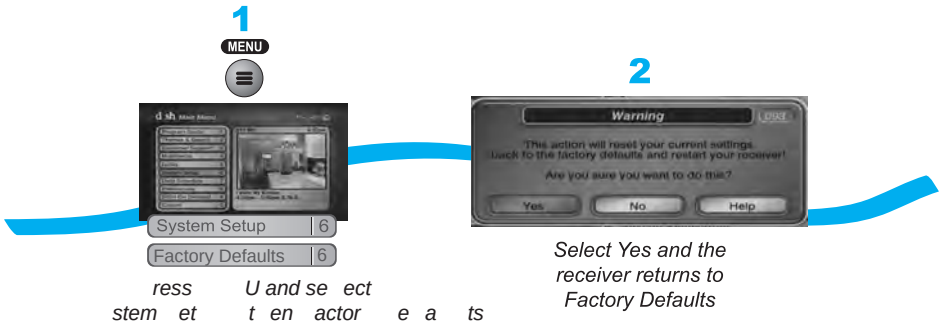
Note: When both audio signals are present for a program or event, the receiver defaults to Dolby Digital output unless you have selected PCM Only.

Note: 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-only left/right stereo 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.
- **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.

RESETTING TO FACTORY DEFAULTS

You can reset the receiver to discard any changes you have made to receiver settings, except for remote control addresses and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except for the All Channels, My Channels, and My HD Channels lists. You cannot reset the receiver to default settings to discard or reset a password you have forgotten. No one but a DISH Customer Service Representative can reset the receiver to bypass a password-protected parental control setting or lock.

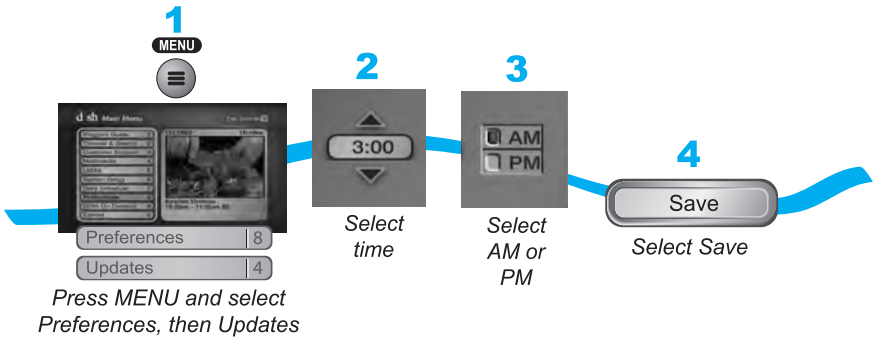


1 Press the MENU button and select **System Setup**, then **Factory Defaults.**

2 Select **Yes** and the receiver will return to the factory default setting.

SCHEDULING RECEIVER UPDATES

The receiver comes scheduled to update the Electronic Program Guide (EPG) information at 3:00 AM every day. This section describes how to change the Updates settings. This feature is enabled so that your DVR event data and Dish**PASS** timers remain current. **Note**: This feature does not interfere with scheduled event timers.



1 Press the MENU button, select **Preferences**, and then **Updates.**

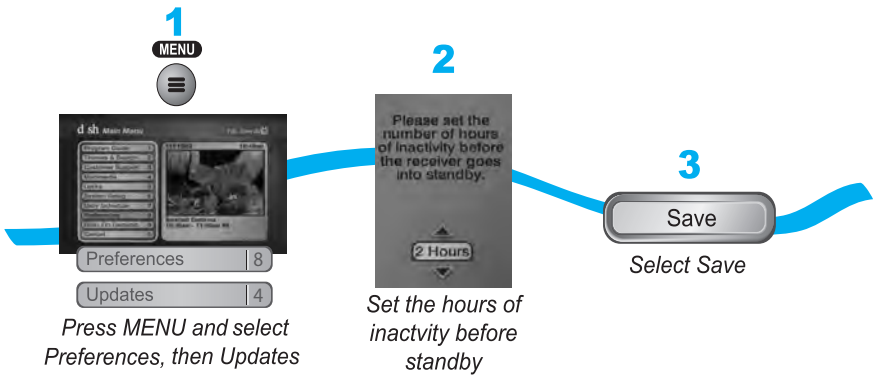
2 Select the time for daily updates using the Up and Down arrows.

3 Select **AM** or **PM**.

4 Select **Save**.

INACTIVITY STANDBY

If your receiver is on for a preset period of time without any activity (for example, no channel changes or use of DVR controls), the Inactivity Standby feature turns off the receiver so that you'll always have the latest Program Guide and DISH On Demand (if available on your model). To change the settings for this feature, complete the following:



1. Press the MENU button, select **Preferences**, and then **Updates.**
2. Select the hours of inactivity before the receiver goes into standby mode using the Up and Down arrows.
3. Select **Save**.

USING TV EVERYWHERE

Only DISH allows all the same live TV channels and everything saved to your DVR you watch at home while on the go via your computer, smartphone or tablet. All you need is Sling® Adapter and a broadband Internet connection to your ViP722k DVR.

1. Connect your receiver to broadband Internet. See *Connecting a Broadband Internet Connection* on page 122. You can verify your connection on the Broadband screen in Network Settings.
2. Plug in the Sling Adapter to a free USB port on your receiver.
3. Log into dishonline.com on your computer, or download and install our free DISH Remote Access mobile app for your smartphone or tablet.
4. Enjoy watching your live TV and recordings from your DVR wherever you go!



TIPS

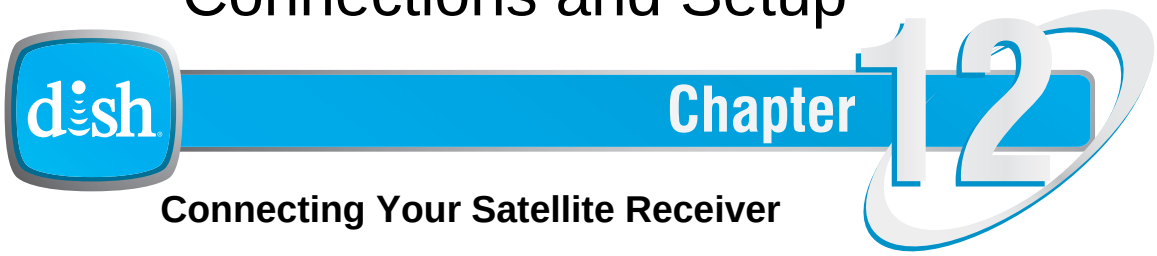
- To take full advantage of Dolby Digital 5.1 surround sound, you need a digital optical audio cable and audio equipment that supports this feature.
- To use the Caller ID feature on this receiver, be sure to have the receiver connected to an active phone line and have Caller ID service from your phone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



QUESTIONS

- **How can I see who has called me in the past?** Open your Caller ID History by pressing the MENU button, selecting **System Setup,** and then **Caller ID History**.
- **Why is my audio in another language?** An alternate language may have been selected. See the instructions on page 105 to change your preferred language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest numbered to highest) to descending order (highest numbered to lowest) or back, by following the instructions on page 103.

Connections and Setup



Connecting Your Satellite Receiver

What you'll find in this chapter:

- Connecting to the Nearby TV (TV1)
- Connecting to the Remote TVs (TV1 or TV2)
- Connecting to Your Dish Antenna
- Connecting the Phone Line
- Connecting a Broadband Internet Connection
- Connecting Using DishCOMM
- Connecting a VCR to the Remote TV
- Connecting an Over-the-Air Antenna
- Using Troubleshooting Tools

CONNECTING TO THE NEARBY TV (TV1)

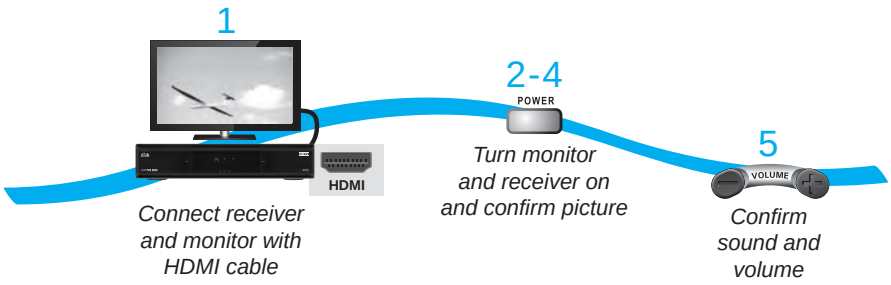
This section describes how to connect the TV1 output ports on the back of your receiver to a nearby TV. Select one of the following methods.

Note: If you would like to put your receiver in a remote location (for example, inside a closet, or a cabinet in another room, etc.), be sure to get the replacement remote control kit that uses UHF Pro signals to control TV1. Call your DISH retailer or go to www.mydish.com.

HDMI Connections

The **HDMI** connection provides high-quality audio and HD/SD video to your HDTV or HD monitor using one cable. If your HDTV or HD monitor has an HDMI connection available, this is the recommended connection.

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



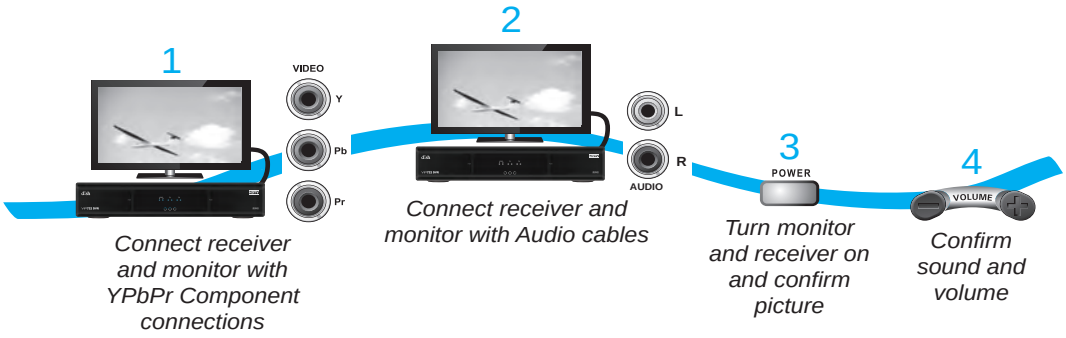
1. Connect an HDMI cable between the **HDMI** connection on the receiver and HDTV set or HD monitor.
2. Turn on your receiver and TV/monitor using the front panel buttons.
3. Confirm that you are getting a picture from the receiver. Consult your HDTV user's guide if you need to change your HDTV to display from the correct Digital Audio/Video input.
4. If you do not see a picture, see *No Picture on the Nearby TV* on page 113.

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

5. 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 stereo audio (red and white) RCA-type cables between the receiver's analog audio outputs and your system's audio input connections.

YPbPr Connections

The **YPBPR** (component) connections provide high-quality video to your HDTV or HD monitor. If an HDMI audio/video connection between your receiver and nearby TV is unavailable or not applicable, then you should use component video with separate audio.



1. Connect between the **YPBPR** component video connections on the receiver and the nearby TV using component (usually red/green/blue) video cables.
2. Connect audio (red and white) RCA-type cables between the receiver **AUDIO OUTPUTS** and audio input connections that go with the YPbPr connectors on your HDTV or monitor.
3. If you do not see a picture yet, change the resolution setting on the receiver. Use the steps below and *Setting Up to Display in HD* on *page 114*.
4. Turn up the volume on your HDTV and confirm that you hear sound. Check the RCA-type audio connections if you don't hear sound.

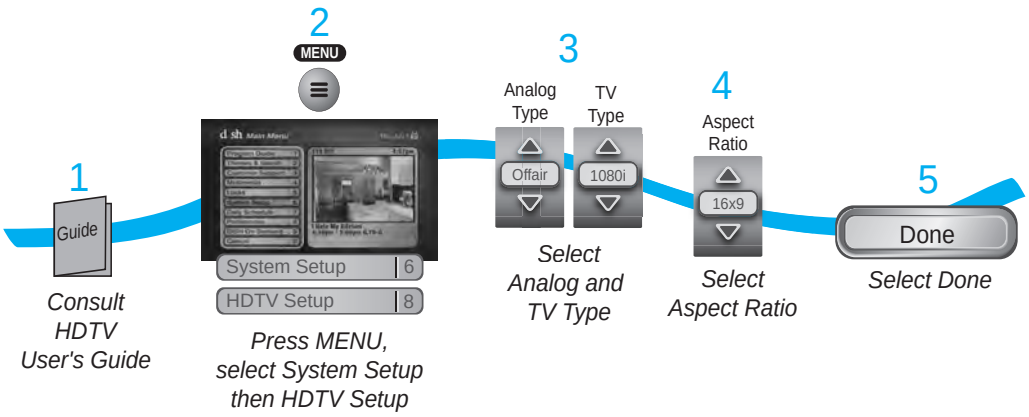
No Picture on the Nearby TV

This section will help you make a picture appear on the nearby TV in case you could not do so in the previous sections.

1. Connect the three RCA-type cable connections (yellow for video and red/white for audio) between the receiver **TV1 OUT** and the nearby TV.
2. Make sure that both the receiver and nearby TV are turned on (not in standby or power-saving mode).
3. Make sure the nearby TV is set to view the RCA-type audio/video inputs or source. Look on the back of your HDTV or consult your HDTV user's guide for more information.
4. Change the receiver's HDTV settings, as described on page 114.
5. Switch to the nearby TV to display from the HD inputs (HDMI or component video) that you selected in the previous sections. If you have a picture from TV1, you are finished.
6. Repeat steps 4 and 5 until the nearby TV displays a video image from the receiver.

Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH programming, you will be able to receive high-definition programs to watch. Use the following steps to select the desired HDTV format to display these programs on your TV.



1 Consult your HDTV user's guide for the best HD-format resolution that the TV supports (typically, either 1080i or 720p).

Note: If you choose to view a DISH-on-Demand event in 1080p, the receiver performs a brief video test to determine your HDTV's compatibility with that higher resolution.

2 Press the MENU button, select **System Setup**, and then **HDTV Setup.**

3 Select the HD format settings (**Analog Type** and **TV Type**) that matches the format your TV supports.

4 While in this menu, select the **Aspect Ratio** option that matches your TV:

- **16x9** is the setting for a wide-screen HDTV display.
- **4x3 #1** is the setting to use on a 4x3 TV which uses vertical compression. When viewing a 16x9 program using this setting, a compatible TV automatically makes the picture in letterbox format (with black bars across the top and bottom of the screen), to preserve the correct horizontal and vertical proportions of the wide-screen HD image.
- **4x3 #2** is the setting to use on a standard 4x3 TV which does not use internal vertical compression. When viewing a 16x9 program on such a TV, black bars at the top and bottom will not be displayed, and a high-definition image will appear tall and skinny.

5 Select **Done**. If required, set up the HDTV to display in the best format. If you are connected using an HDMI cable, some HDTVs will automatically adjust the resolution setting to the receiver.

CONNECTING TO THE REMOTE TVS (TV1 OR TV2)

This section describes how to connect the receiver's **HOME DISTRIBUTION** connection to one or more cable-ready remote TV(s) located in another room away from the receiver. You can use these instructions to connect TVs in your home to see programming from TV1 or TV2. This installation uses your in-home coaxial cable system. If your home does not have built-in cabling, it will be necessary to run these cables from the receiver to each remote TV. Due to the potential complexity of this installation, you should consider having this professionally installed. Call DISH at 1-800-333-DISH (3474).

If you're using TV1 in a room away from the receiver, be sure to order the replacement remote control kit that uses UHF Pro signals instead of IR. Call your DISH retailer or visit the www.mydish.com website.

When connecting to the **HOME DISTRIBUTION** coaxial port, you must meet the FCC requirements listed in the Appendix. To meet these requirements, your receiver includes a software-based radio-frequency (RF) attenuator:

- If connecting to your in-home cabling system to distribute the signal to one or more TV(s) in other rooms, in most cases you will not have to enable the attenuator on the **HOME DISTRIBUTION** port for typical in-home cabling systems.
- If connecting directly to a TV tuner port located relatively nearby, you must enable the attenuator between the receiver's **HOME DISTRIBUTION** port and the TV tuner.



If you have an over-the-air antenna or cable connected to your in-home cabling system, see *Connecting an Over-the-Air Antenna* on page 125.



Make sure you are familiar with how to change channels on your TV and, if necessary, how to switch your TV between over-the-air and cable channels. During this procedure, it will be necessary to change the channels on your TV(s) to tune to these channels to see the video image from the receiver. See your TV user's guide for instructions.

1. Connect the tuner input port of the remote TVs in other rooms to an existing wall cable outlet using a coaxial cable.
2. Turn on every remote TV that is to be connected to the in-home cabling system.
3. Find three channels next to each other on one of your remote TVs that do not pick up any signals from local over-the-air or cable broadcasts (they should show nothing but snow or static). These channels must fall in one of the two ranges below. For example, if you find that cable channels 75, 76, and 77 do not pick up any broadcasts, pick these channels since they fall into the range listed below for cable channels. Make sure these three channels on other remote TVs also do not pick up broadcast signals.

   - **Air Mode**—Select a channel between 21 and 69 if your TV(s) will be set to Air Mode.
   - **Cable Mode**—Select a channel between 73 and 125 if your TV(s) will be set to Cable Mode.

Note: The remote TV(s) will have to be set to the same channel mode, either air or cable mode, for this installation. See your TV user's guide for instructions on how to set your TV to air or cable channel modes.

4. Pick the channel in the middle of the three you selected in step 3. Write that channel down in the blank provided in step 5. For example, if the three channels you picked in the preceding step were air channels 60, 61, and 62, pick channel 61 and write it in the space provided in step 5.

5. If your TV is in over-the-air mode for the channels you picked in step 4, circle "Air" below. If your TV is in cable mode for the channels you picked in step 4, circle "Cable" below. If you are using these instructions for TV1 and TV2, pick different channels (for example, Channel 60 for TV1 and Channel 64 for TV2).

   TV1 Channel: _____ TV2 Channel: _____ Air / Cable

6. Set all of your remote TV(s) to the channel mode (air or cable) you circled in step 5.

7. Tune all of your remote TV(s) to the channel(s) you wrote down in step 5. This is the channel that you will use to receive your satellite TV programming.

8. Connect **CH 21-69 OUT** on the receiver to your existing wall cable outlet using a coaxial cable.

   Note: If you do not have an existing in-home cable distribution system, you will need to run coaxial cable to connect each TV located in other rooms. Due to the difficulty, you may want to contact a professional to perform this installation.

9. Place the yellow sticker on the CH 21-69 Out cable near where the cable attaches to the receiver. The stickers are located inside the front cover of this guide.

10. Turn on the nearby TV (the TV that is to receive programming from the TV1 outputs).

11. Make sure the receiver's green, front-panel indicator light for TV1 is on.

12. Press the MENU button. Select **System Setup**, **Installation**, and then **Modulator Setup**.

13. With the Modulator Setup screen displayed on the nearby TV, use Remote Control 1 to do the following:

    a. Under TV2 Out (or TV1 Out), select either **Air** (air channel numbers) or **Cable** (for cable channel numbers) based on what you circled in step 5.

    b. Under TV2 Out (or TV1 Out), use the UP and DOWN ARROWS to change the modulator channel to the one you wrote down in step 5.

    c. Select **Done**.

    Note: For **TV1 OUT**, if you locked the receiver, a message will be displayed asking you to enter the password.

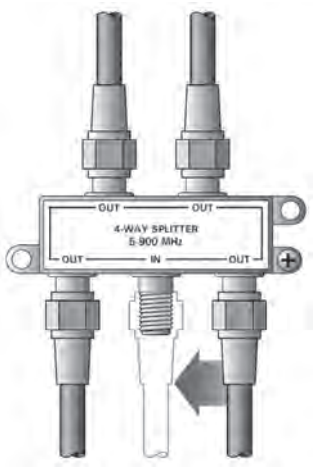
14 For some TVs, you must run an internal channel scan so that the TVs will find and display the selected channel from the receiver. Run the channel scan on all applicable remote TVs, if available. See your TV user's guide for instructions.

15 Confirm that you see a picture from the receiver on your remote TVs.

- If your picture looks good, then you can go to step 23.
- If your TVs do not have a picture or if it is not as clear as you would like it to be, go on to the next step.

16 You may need to change the cable connection on the splitter that sends the TV signal throughout your house. The change that needs to be made is to reconnect the cable coming from the receiver **HOME DISTRIBUTION** from the output of the splitter to the input of the splitter using the following instructions.

The figure below shows an example of what your splitter may look like. Your splitter may also look different than this. The places where the splitter indicates **OUT** refers to all TVs connected to your cabling system. The places where the splitter indicates **IN** refers to where the satellite TV signal is fed into the splitter.



1 Input, 4 Output (4-Way) Splitter

17 Find where the TV signal is distributed throughout your house. It should be near where the cable TV service enters the house.

18 Disconnect the cable TV service cable or the antenna cable from the splitter input, if necessary. Make sure the disconnected cable is capped or otherwise protected from the weather.

19 Disconnect the cable coming from the receiver **HOME DISTRIBUTION** port from the splitter. If you are not sure which cable this is, then go to the next step. Otherwise, go on to step 21.

20 If you have multiple TVs on the cabling system, do the following to determine which cable on the splitter is coming from your receiver:

- If you have at least some picture on your TVs, turn on all remote TVs connected to the cabling system. Disconnect and reconnect each cable one-by-one, observing what happens to the picture on the TVs. When all the remote TVs lose the signal, you have disconnected the receiver's cable. If only some or one TV loses the video signal, then you have disconnected a cable from the TVs.
- If the above step does not work, disconnect one of the output cables and connect to the splitter input. If you do not see a picture, connect the cable back to its output. Repeat this step for every connection until you get a picture on all the remote TV(s).

21 Reconnect the receiver's cable to the input of the splitter.

22 Make sure you have a good picture displayed on your remote TV(s).

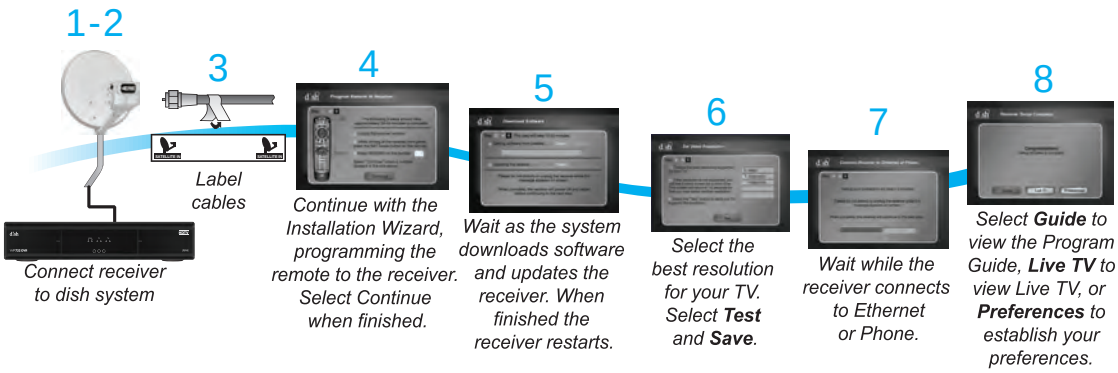
23 If desired to remind you of which TV channel your satellite programming is on, write the channel number you wrote in step 5 on a blank channel sticker and place it on or near your remote TV(s). The stickers are inside the front cover of this guide.

24 Confirm that Remote Control 2 (or a replacement remote control with a UHF Pro key installed in it, sold separately) controls your receiver from the location of your remote TV(s). See page 75 for more information and instructions.

25 Program the Remote Control 2's (or Remote Control 1 with a UHF Pro key installed, sold separately) RECOVER button to the channel that you wrote down in step 5. See page 93 for more information and instructions.

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 screen, 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 *Customize the Guide and Channel Lists* on page 103.).

CONNECTING THE PHONE LINE

You must keep the receiver attached to an active phone line (or broadband Internet connection) to order Pay-Per-View programs or events, access all of the Dish**HOME** Interactive features, or use other services from DISH with your remote control.

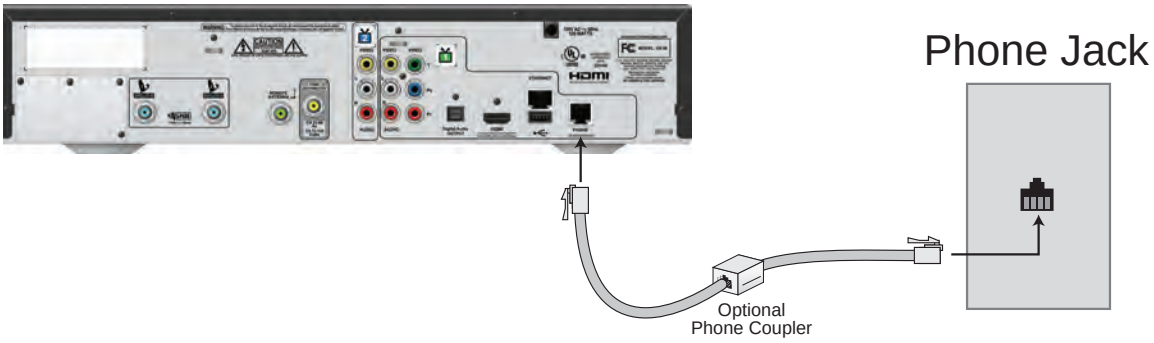
Note: You may be able to use a wireless modem jack. However, this may not support all the features of your receiver, such as Caller ID. Visit mydish.com for compatible wireless modem products.

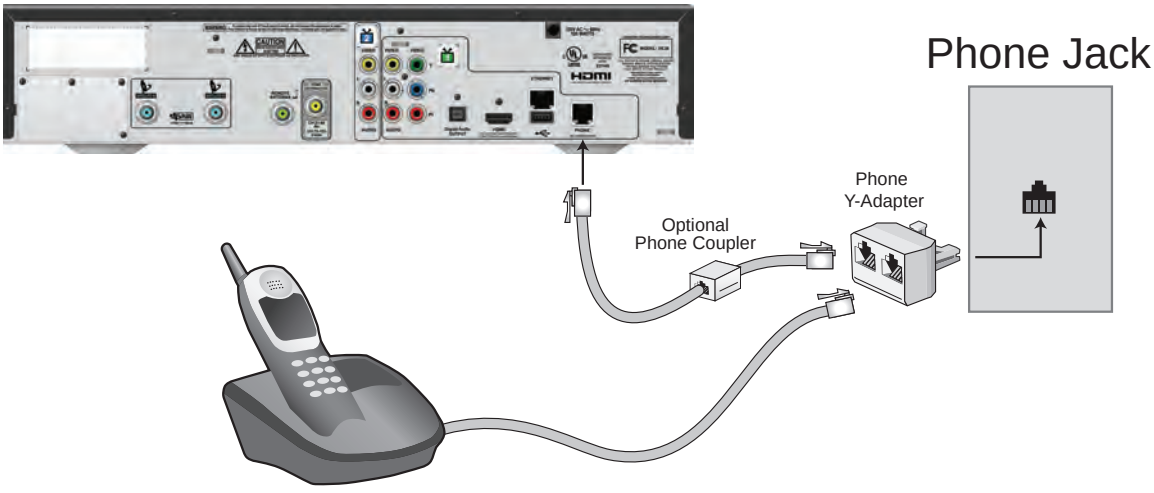
Note: If you have a Digital Subscriber Line (DSL), then you may have to install a DSL filter between the receiver's back panel **PHONE JACK** and the telephone wall jack to successfully connect with DISH. You can obtain a filter from your DSL provider.

Phone Line Connection

Run a telephone cable with a standard RJ-11 connector from the receiver's back panel **PHONE** connection an active telephone wall-jack connection, as shown below.

Note: Do not connect a telephone cord to the Ethernet connection.





Phone Connection Recommendations for VoIP

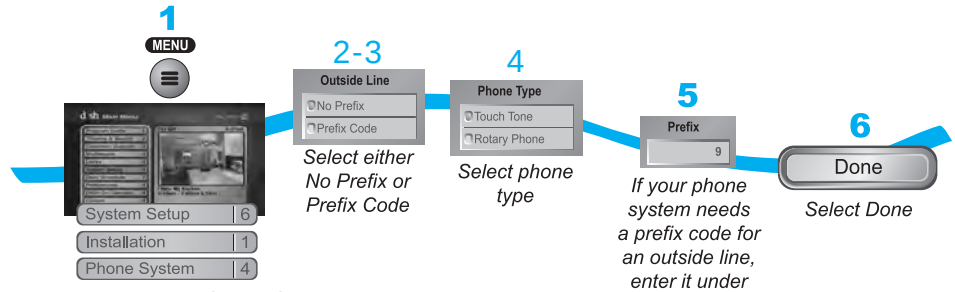
If you have a VoIP (Voice over Internet Protocol) phone service, the following tips may help improve the chances of the satellite receiver successfully connecting to DISH using the VoIP phone service.

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 set up the receiver for your telephone system (touch-tone or rotary-phone dialing), and set a telephone prefix, if you need a prefix to dial an outside call.
Note: A prefix is different than an area code, which is required for all 10-digit dialing.



1. Press MENU button, select **System Setup**, **Installation**, and then **Phone System**.
2. Select either the **No Prefix** or the **Prefix Code** option in the **Outside Line Prefix** list.

   Note: Usually, you need a telephone number prefix only for business phone 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 know that you need to set a prefix, then instead of selecting the **Done** option, go on to step 5.
3. If you selected **No Prefix**, then select **Done**.
4. Select the **Touch Tone** or the **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 used when dialing via an outside line.
6. Select **Done**.

Connecting a Broadband Internet Connection

If you have broadband (high-speed) Internet access at home, connect your receiver to your home network. You can use this connection to order Pay-Per-View programming using your remote control if you are not able to connect a telephone line. It also provides access to additional content not usually available through your satellite TV subscription.

Refer to the mydish.com/getconnected website for detailed instructions on methods for making this type of connection.

Connecting Using DishCOMM

DishCOMM is a robust network technology based on the HomePlug 1.0 standard that allows compatible DISH satellite receivers to send and receive data via the power lines in your home.

DishCOMM allows one or more receivers to “share” another receiver's phone connection (see step 4, below), or to use a DishCOMM Modem connected to the phone line (see step 5, below), which eliminates the need for a physical phone-line connection to a receiver.

DishCOMM-compatible receivers also can use a HomePlug-to-Ethernet Adapter (if it is HomePlug 1.0 or HomePlug Turbo compatible) to connect to a broadband home network for additional features. See *Connecting a Broadband Internet Connection*.

Creating a DishCOMM Network

To enable communication between DishCOMM-compatible receivers and DishCOMM equipment, you must create a DishCOMM Network. Create a DishCOMM Network by “adding” compatible receivers and equipment (such as a DishCOMM Modem). Use a single receiver to enter the receiver (and modem) IDs on the DishCOMM Setup screen.

1. Access the DishCOMM Setup screen (press the MENU button, then select System Setup, Installation, and finally DishCOMM Setup).
2. Select **Scan** and wait for the receiver to find any compatible DishCOMM equipment.
   - For receivers, you’ll see the Receiver ID number from the System Info screen.
   - For receivers that may not be on your own household’s network, the system will ask you if you want to add them to your DishCOMM Network anyway.
   - For the DishCOMM Modem, it will be added automatically.
3. After all the equipment is added to the DishCOMM Network, select **Test** to test the network, or **Done** to save your changes to the DishCOMM Setup screen. (Refer to the mydish.com/support website for additional information on DishCOMM or HomePlug testing.)

4 If one DishCOMM-compatible receiver is attached to a physical telephone-line connection, then this receiver's modem can be shared with other DishCOMM-compatible receivers in the home, as follows:

   a Connect an active phone line to one receiver.

   b Create the DishCOMM Network (see instructions, above).

   c Using the receiver that is physically connected to an active phone line, go to the Phone System menu (press the MENU button, select System Setup, Installation, and finally Phone System). Ensure that “Local” is displayed under Connection Mode.

   d Using the other DishCOMM-compatible receiver(s), access the Phone System menu (press the MENU button, select System Setup, Installation, and finally Phone System). Ensure that “Remote” is displayed under Connection Mode.

5 If no receivers in your home have a telephone jack located close enough for a physical connection, then a DishCOMM Modem can be shared among multiple DishCOMM-compatible receivers, as follows:

   a Connect an active phone line to the modem.

   b Create the DishCOMM Network (see instructions, above).

   c Using all DishCOMM-compatible receiver(s) not attached to a phone line, access the Phone System menu (press the MENU button, select System Setup, Installation, and finally Phone System). Ensure that “Remote” is displayed under Connection Mode.

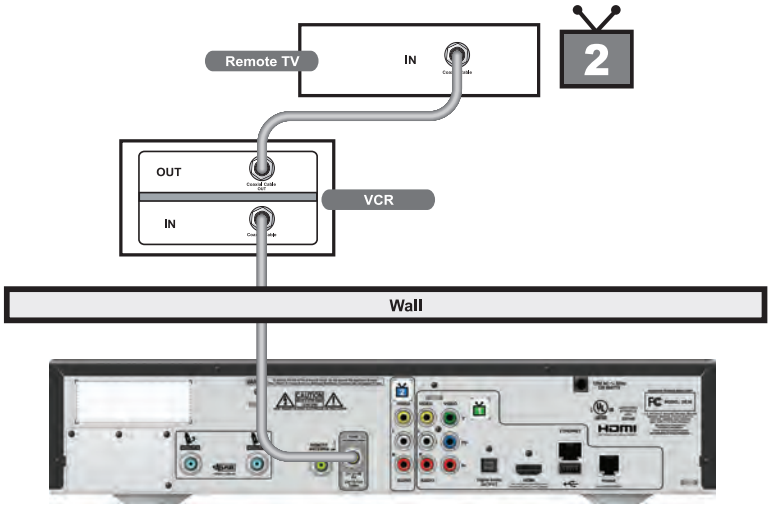
DishCOMM Considerations

Keep in mind these important considerations about using DishCOMM network technology:

- If you are using a surge protector/strip, you must use one that is approved for use with HomePlug devices, and the receiver(s) and/or the DishCOMM Modem must be plugged into the HomePlug-compatible outlet of the surge protector.
- DishCOMM equipment should not be plugged into switched outlets.
- Dimmers for home lighting can interfere with DishCOMM. It is not recommended to use dimmers on the same home electrical circuit as DishCOMM equipment.
- Avoid plugging DishCOMM equipment into GFI (Ground Fault Interrupter) outlets, as they may interfere with network communications.
- When sharing a receiver's built-in telephone modem, the Caller ID feature must be enabled on both receivers in order to provide the information to the receiver that is not physically connected to the phone line. Caller ID service must be active on this line.

CONNECTING A VCR TO THE REMOTE TV

Below is an example of how to connect a VCR to your satellite TV system.



For this installation, always leave your VCR powered on so that the TV can receive satellite programming. If you turn off your VCR, your TV will not be tuned to the correct channel to receive satellite TV programming.

Note: Connecting your TV directly to the satellite receiver provides the best audio and video quality.

1. Connect the tuner input of the remote VCR to an existing cable wall outlet using a coaxial cable.
2. Connect a coaxial cable from the VCR's rear output to the remote TV's tuner port.
3. Plug in the power cables and turn on both the remote VCR and TV.
4. Tune the remote VCR to the remote TV channel that you use to watch satellite TV programming (for example, channel 60), which was set up on page 116.
5. Write down the channel number you tuned your VCR to in the previous step on one of the TV2 channel stickers. Place the sticker on or near the VCR. This sticker will remind you which VCR channel to use to watch satellite TV programming. The stickers are located in inside the front cover of this guide.
6. Set the VCR output to channel 3 or 4, as applicable.
7. Tune the remote TV to the same channel that you set your VCR output to in step 6.
8. Write down the channel number you tuned your TV to in the previous step on one of the TV2 channel stickers. Place the sticker on or near the TV. This sticker will remind you which channel to use to watch satellite TV programming. The stickers are located inside the front cover of this guide.

Connecting an Over-the-Air Antenna

If you want to receive digital local channels from an Over-The-Air (OTA) antenna in addition to your satellite-delivered TV programming, then connect the over-the-air antenna to your ViP® series receiver's optional OTA tuner module, or to your TV distribution equipment.

- The **Module Expansion Port** on your receiver's back panel can be used to install an optional, over-the-air TV tuner module which may be obtained separately. The module adds the capability of receiving and viewing digital local programming on the nearby TV from an over-the-air antenna. For more information about installing the optional over-the-air tuner module, see the *Over-The-Air Module Installation Instructions*.
- Once the optional tuner module has been installed, connect a standard VHF/UHF over-the-air antenna to the **Over-the-Air Antenna In** port on the back of the module. Peel off the black sticker and affix it to the cable close to where it connects to the back of the satellite receiver. The stickers are inside the front cover of this guide.
- A remote TV can view over-the-air digital channels from the optional module with the receiver in either Single Mode or Dual Mode. See *Dual and Single Modes* on page 13.
- For remote TVs receiving programming from **Home Distribution**, the over-the-air antenna needs to be connected to your TV distribution equipment. When adding this connection, the FCC requires that you install appropriate equipment between the over-the-air antenna/cable and the satellite TV receiver to prevent you from accidentally retransmitting DISH programming (see FCC Compliance in the Appendix). TV distribution equipment devices include coax panels, amplifiers, or Super Home Nodes, and are available through many companies.
- You can add over-the-air channels and assign them network TV affiliations. Once you have done this, you can access these channels via the Program Guide or Browse Banner on your receiver in much the same way as you would satellite-delivered local TV channels.

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



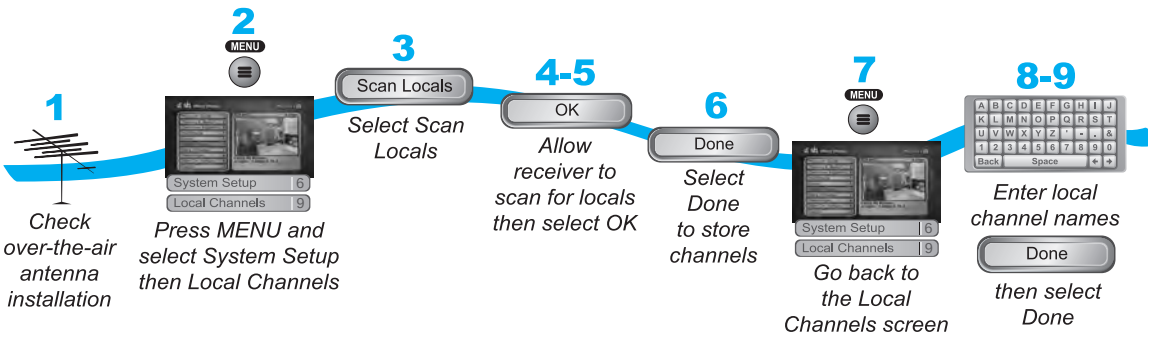
Make sure to follow the antenna installation instructions correctly. Ground an outdoor antenna per the National Electrical Code (NEC) and any applicable local electrical codes.



The audio/video quality on local over-the-air digital channels depends on the distance and terrain between the broadcaster's transmitting station and your home, and on the placement and quality of the over-the-air TV antenna that you are using. If you have questions about over-the-air digital channels, contact the local broadcasters, not DISH.

Scanning for Over-the-Air Channels

With your over-the-air antenna adjusted for best reception, use these instructions to scan for over-the-air channels on the nearby TV.



1 Make sure you have your over-the-air (OTA) antenna connected to the optional module's **OVER-THE-AIR ANTENNA IN** connection.

2 Press the MENU button, 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 OTA channels by selecting **Scan Locals**.

4 The scan will take a few minutes to complete. When it finishes, the results will show how many local channels the scan found.

Note: If the scan does not find any local channels, verify that the **Analog Type** is set to Offair on the HDTV Setup screen. Press the MENU button, select **System Setup**, and then **HDTV Setup**. If necessary, use the left or right ARROW keys to navigate to **Analog Type** and then the up or down ARROW keys to change the setting to Offair. Select **Done** when finished.

5 Select **OK** to go back to the Local Channels screen.

Note: If the channel number for a listed channel says None, you have not yet assigned this channel a network affiliation or name. The arrow at the bottom left means that there are more channels than can be displayed at once on the screen, which you can get to with the ARROW keys if you wish to assign them networks, edit their names, or remove them.

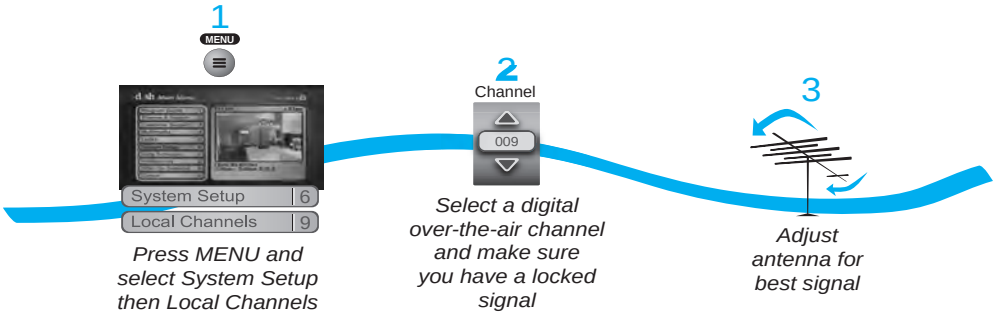
6 If you want to name the over-the-air channels, continue to the next step. If you do not want to name these channels, select **Done**. You will then exit the menu screen and return to watching TV.

7 Select a channel and then select **Edit Name** to modify the way the channel name displays on your screen.

8 Use the virtual on-screen keyboard to select the characters to use for your channel name.

9 When you are finished making changes, select **Done**.

Peaking Your Over-the-Air Antenna



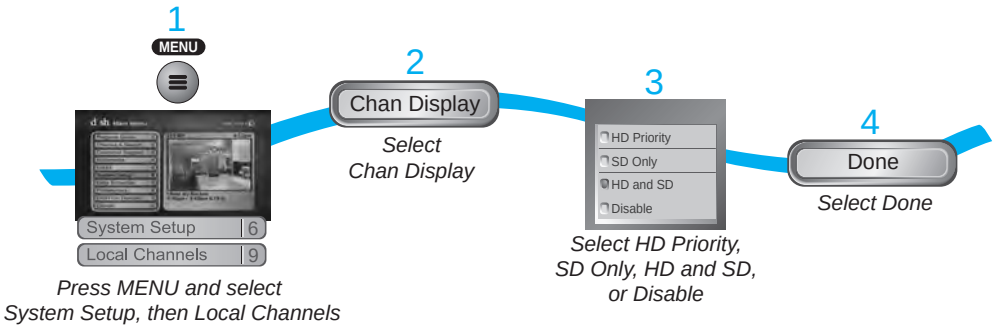
1 Press the MENU button, select **System Setup**, and then **Local Channels**.

2 Highlight the **Channel** field and use the UP and DOWN ARROWS to select a digital over-the-air channel. Make sure you see a green signal strength bar and a Locked indication on the 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 OTA antenna or relocate it to a better position.

Using Local Satellite Channels

If you subscribe to satellite-delivered local channels and want to see them in the Program Guide by broadcast number, select the **Sat Locals** option. Otherwise, your local channels will be displayed in the four-digit channel range. Digital over-the-air channels display in the Program Guide at the local channel's number, regardless of the setting you choose here.



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

2 Select **Chan Display.**

3 Select from the options under **Local Sat Channel:**
Select **HD Priority** (to display HD local channels only, if available), **SD Only** (to display SD local channels only), **HD and SD** (display both HD and SD satellite-delivered local channels, when present) or **Disable** (cancel the HD Priority default).
Note: Selecting **HD Priority** will cancel any timers you have set for satellite-delivered SD local programs. Selecting **SD Only** will cancel any timers you set for HD local programs.

4 Select **Done**.

Transmit Channel Numbers

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at www.nab.org.

For a list of digital local broadcast stations and their Transmit Channel numbers, you can go to http://www.broadcastpublicservice.org.

Note: Where the term Transmit Channel is displayed by your receiver, the NAB web page uses the term 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.

About Optional Over-the-Air TV Broadcasts

Over-the-air local TV signals are broadcast from stations on the ground, while satellite TV signals are broadcast from satellites in space. You receive over-the-air TV signals using an indoor or outdoor TV antenna instead of a satellite dish. 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. The new, digital over-the-air TV signals are broadcast and received in much the same way. Digital over-the-air TV broadcasting uses some of the same advanced technology as DISH uses to deliver superb digital picture quality and CD-quality sound. However, digital over-the-air signal reception (like analog over-the-air signal reception in the past) depends on several additional factors:

- The distance between the broadcaster's transmitting station and your home (the farther away the transmitter, the weaker the signal).
- The broadcast station's power (the lower the power, the weaker the signal).
- Obstacles between the transmitter and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you).
- Multiple transmitting 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 overlapping images caused by receiving reflected signals along with the direct signal from a broadcast 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 shows all black or all blue).
- Digital broadcasts can 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. Or vice versa.

To get the best possible reception of digital TV signals, 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, whether you are using it to receive digital or analog signals (or both).

Digital OTA Broadcasts are Still Developing

- Broadcasters may still be testing the transmission of digital signals and their strength, and may stop broadcasting without notice, vary power output, or turn signals on or off.
- Some broadcasters may not have a permanent tower yet for digital transmissions.
- 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.

All these different factors are outside of DISH's control.

Additional Installation Considerations

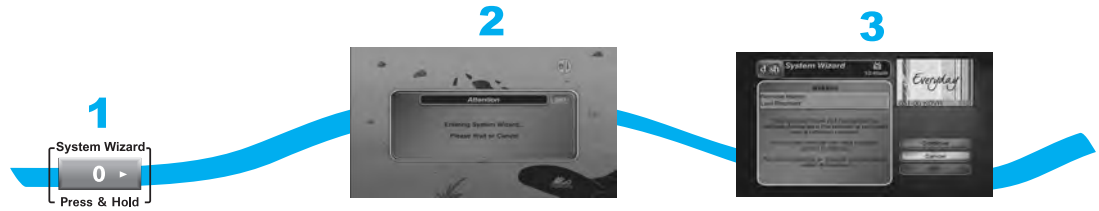
- Follow local and National Electric Code requirements for grounding the antenna.
- RG-6 coaxial cable is preferred for the **OVER-THE-AIR ANTENNA IN** line. If you are diplexing the **OVER-THE-AIR ANTENNA IN** and **SATELLITE IN** cables, then RG-6 coaxial cable *must* be used.
- You cannot use a diplexer to combine the **OVER-THE-AIR ANTENNA IN** and **SATELLITE IN** cables if you are using an amplified TV antenna of any kind. If your antenna must be plugged in to AC power, then it is probably an amplified antenna.
- If you are using a diplexer to combine the TV2 Home Distribution signal of the receiver and the signal for **OVER-THE-AIR ANTENNA IN**, you must use a Super Home Node to prevent accidentally broadcasting the Home Distribution signal via your antenna.

If you have any questions about over-the-air channels, contact the local broadcasters, not DISH. DISH delivers TV programming via satellite and does not broadcast any over-the-air TV signals; therefore, DISH cannot do anything to change over-the-air signal quality. However, when the optional over-the-air digital TV tuner module is installed, the satellite TV receiver's local channel setup menu provides a signal strength indicator bar that you can use to help in aiming your over-the-air TV antenna for the strongest possible signal.

USING TROUBLESHOOTING TOOLS

Your receiver and the remote control(s) have troubleshooting tools that a Customer Service Representative may ask you to use if you should ever run into issues while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when you are speaking on the phone with a DISH representative.

Running System Wizard



Press and hold zero

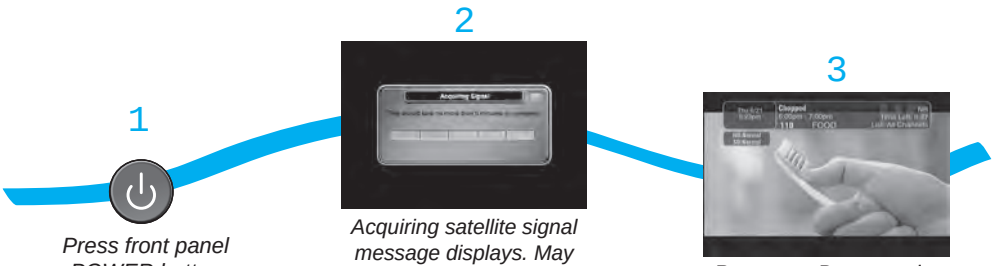
The receiver may take several minutes to complete data sharing

System Wizard screen displays

A Customer Service Representative will instruct you when to access and run this wizard.

1. Press the System Wizard, ZERO (0), button on your remote control.
2. The receiver may take several minutes to complete the data-sharing process.
3. The System Wizard screen will display with a diagnosis.

Resetting Your Receiver



Press front panel POWER button and hold until front panel light blinks and release

Acquiring satellite signal message displays. May download Program Guide.

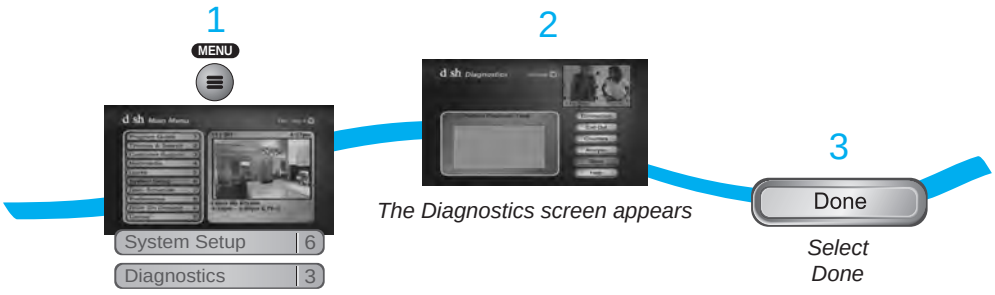
Returns to Programming

A Customer Service Representative will instruct you when you should reset the receiver.

1. Press the red RESET button behind the door on the front panel of the receiver.
2. The receiver's front-panel lights will blink and the receiver will restart.
3. The receiver may take several minutes to restart, reacquire the satellite signals, complete any software downloads, and display live video again.

Receiver Diagnostics

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



Press MENU, select System Setup and then select Diagnostics

The Diagnostics screen appears

Select Done

1 Press the MENU button, select **System Setup**, and then **Diagnostics**.

2 The Diagnostics screen shows you various tests that a DISH Customer Service Representative may ask you to initiate for your receiver:

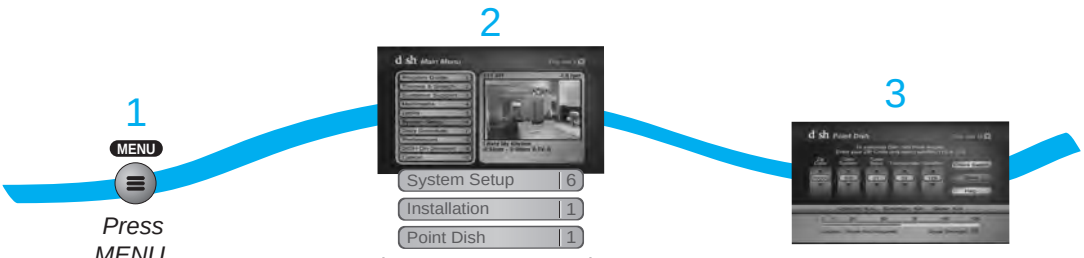
- **Connection**: Tests for a valid receiver telephone connection.
- **Dial Out**: If “No Dial Out Pending” is displayed, the receiver does not need to have its smart card records updated.
- **Counters**: Shows you a list of diagnostic counters. Use PAGE UP and PAGE DOWN to scroll through the list of counters displayed, if applicable.

3 Select **Done**.

Point Dish and Check Switch

The Point Dish and Check Switch screens are often helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH. Remember to have an active phone line or broadband Internet connected to your receiver

Warning: Running the Check Switch test while is receiving 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 do so when speaking to a Customer Service Representative or DISH technician.



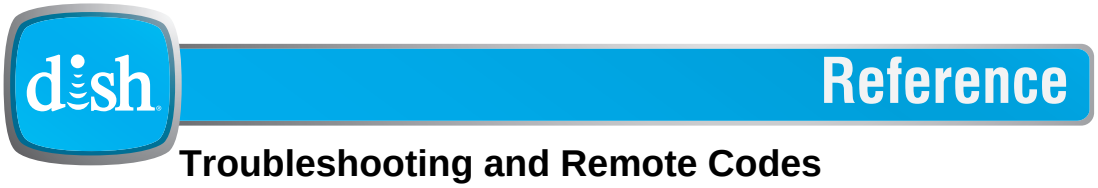
Press MENU

Select System Setup then Installation and then Point Dish

The Point Dish screen appears

1. Press the MENU button on the receiver front panel or remote control.
2. Select **System Setup**, then select **Installation** and **Point Dish**.
3. The Point Dish screen appears. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen indicates the signal strength. Green shows a good signal, yellow is a marginal signal, and red indicates the signal is not acceptable or is from the wrong satellite transponder or orbital location.

Reference



Troubleshooting and Remote Codes

What you'll find in this chapter:

- TROUBLESHOOTING TABLES
- REMOTE CONTROL DEVICE CODES

TROUBLESHOOTING TABLES

Use these tables if you have problems using your DISH system. Look in this section for a description of the problem before calling the Customer Service Center. Some issues may be basic misunderstandings of how the system works, especially when one is 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.
   - Scan through the What's Happening column until you find the problem.
   - Read more 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* on page 130.
4. Make sure your TV is tuned to the correct channel or input/source to view satellite TV programs. If it is not, you may need to use the RECOVER feature, as described on page 94.
5. Make sure your remote control has fresh batteries installed. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries. See the instructions on page 17.
6. Make sure that your receiver is connected to an active telephone line or home network with broadband Internet access. See more information and instructions on page 120.
7. Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or accumulated snow.
8. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or visit the mydish.com or mydish.com/support websites (for access to technical support.

   Note: Before contacting the Customer Service Center, have ready the date of purchase and either your customer account number, or the receiver conditional access number and receiver model number. Press the SYSTEM INFO button on the receiver's front panel to display the System Information screen and find these numbers (See *Ordering Your Programming Packages* on page 4). Also, write down any error messages that the receiver has displayed on your TV 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 the cable connections are tight (and dry, especially for outdoor cables). Run Check Switch as described on page 131. If this does not work, call the Customer Service Center at 1-800-333-DISH (3474) for help.
002	Heavy rain, snow, or thick cloud cover may be interfering with the 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 itself. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether tree 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 as described on page 132. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type or quality 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 RG-6 coaxial cable; if not, call your DISH system dealer, technician, or installer. • Check the dish-to-receiver cable run length. If your system is DISH Pro, it can be as long as 200 feet. If it is a Legacy system, it should not be more than 100 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, especially for outdoor cables). If this does not work, perform the Check Switch test described on page 132.
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 on the Point Dish screen is green and displays the word Locked, as described on page 132. 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	An active telephone line or a broadband Internet connection may not be attached to your receiver.	You must connect each installed receiver to an active telephone line or to a home network with broadband Internet access.
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 live football games that are played in that stadium.	Program and event 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 that you don't subscribe to.	• You must subscribe to a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to add to your subscription, or if you believe this message was displayed on your screen by mistake. • If you already subscribe to the channel and you see these messages, then first try resetting the receiver (page 130).
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 line or broadband Internet 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.

Troubleshooting Tables

Message Number	Possible Reason	What to Do
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, as described on page 132. 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).
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, as described on page 132. 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 as described on page 132.
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, as described on page 132. • Make sure that the cable(s) for the satellite you have selected is 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 gains unauthorized access to the receiver.
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.	IIf you want to reset the receiver to its factory default settings, select **Yes**. If you do not want to reset factory defaults, select **No**.

Message Number	Possible Reason	What to Do
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, as described on page 132. If not, contact your installer to re-aim the satellite dish.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel 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. • If a Favorites List other than All Channels is applied, the receiver will skip channels that are not on the applied list.	• Carefully try entering again the channel number you want. • Reset the receiver (page 130). • Press GUIDE on the remote control and change the Favorties List.
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 Channels is applied, the receiver will skip channels that are not on the applied list. • If you have set up the receiver 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 subscribe to a channel, visit mydish.com/myaccount, 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 Channels 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
You cannot find the remote control.	N/A	Use the receiver front panel Control Buttons to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Customer Service Center to order a replacement.
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, or the batteries may be weak or dead. • The remote control may be in the wrong mode. • You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate.	• If the batteries are missing or dead, insert fresh AAA-size batteries. • If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. • Move the receiver away from an HDTV. • Disable the ambient light sensor on an LCD HDTV. • Press the mode button for the device you want to control. • Make sure you are using Remote Control 1 (or 2) to control TV1 (TV2) menus.
Your UHF Pro remote control does not work well from far away.	You may be experiencing UHF interference from objects near your receiver antenna.	• Make sure the remote control antenna is connected to the **REMOTE ANTENNA** port on the receiver's back panel. • Make sure the remote control antenna is not touching any other equipment or any back panel connections on your receiver. Provide space above the receiver so the antenna can be installed straight up. • Place the receiver higher than the other equipment in your entertainment center. • Move the antenna away from the back of the entertainment center wiring and other electronics using a short piece of coaxial cable (3 to 5 feet). • Connect an F-connector attenuator between the receiver's **REMOTE ANTENNA** port and the remote control antenna. Refer to page 77. • Change the UHF Frequency of the remote control. Refer to page 76.
When you press the remote control POWER button to turn the receiver on, the receiver front panel power light does not light up.	• The remote control may be in the wrong mode. • Other lights are too bright. • 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. • You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. • You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. • If the receiver is in Single Mode, the TV2 indicator will not light.	• Press the mode button for the device you want to control. • Try other remote control buttons to see if the receiver is responding. • 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. See page 74 for information on changing the remote control address. • Make sure you are using Remote Control 1 (or 2) to control TV1 (TV2) menus. • This is normal. No action required or switch to Dual Mode.

What Is Happening	Possible Reason	What to Do
You use an IR extender (not a “mouse tail”), and it does not seem to work.	• The IR sensor on the extender that receives the remote control signals may not be facing the remote control. • The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. • You are using Remote Control 2 which does not transmit IR signals.	• Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals. • Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals. • If doing the above does not solve the problem, contact the manufacturer of the extender for assistance.Use an IR extender only with Remote Control 1, which uses IR signals. • Use the correct remote control.

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 tune the receiver to it.	• If you want to subscribe to a new channel or channels, visit mydish.com/myaccount, select the **My Programming** option from the receiver’s menu, or call the Customer Service Center at 1-800-333-DISH (3474). • Reset the receiver (page 130).
You try to display future programs in the Program Guide or Browse Banner, but you cannot.	The Program Guide and Browse Banner can display the scheduled programming for up to nine days.	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 Channels. • 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 Channels list, which includes all the channels, the My Channels list, which includes all subscribed channels, and 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's 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 (page 94). • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and Closed Captioning features are turned off. • Make sure that the TV brightness and contrast are adjusted correctly.
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, as described on page 132. 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's 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.	• If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned. • 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 is connected properly to the receiver. • 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. • 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 Captioned feature on the TV, and put that feature into Text mode.	Using the TV remote control and/or menus displayed by the TV (not the receiver remote control or the menus displayed by the receiver), turn off the Closed Caption feature.
The TV screen is all blue.	You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	• Check your TV owner's manual for the correct TV input to use for the signal output from the receiver. • Use the RECOVER button (page 94).

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 Channels, 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 Channels, 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 Channels, My HD Channels, or My HD Channels list. The receiver displays an ERROR message.	The receiver will not allow you to change the All Channels, 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. Refer to page 50.

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 create 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. A DVR timer can operate only if the receiver memory has enough space.

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. • You may have set up a duplicate timer. • The timer may not be current.	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 Dish**PASS** timer records programs matching your Dish**PASS** search term. See *Reasons Why Timers are Skipped* on page 66.
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 *Timer Priorities* as described on page 64. • Check the *Timer Frequency* as described on page 64. • See *Reasons Why Timers are Skipped* on page 66.
You set up a Dish**PASS** timer and you notice that you have no space left on your My Recordings.	The Dish**PASS** timer may have included more matching programs than what you expected.	Delete that Dish**PASS** timer and begin again. See page 70.
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 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 on page 69.
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 Early & End Late options, 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's 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 Only 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 and you have subscribed to it. • 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.	You may not have written down the password.	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 not have 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 controlyour TV, VCR, Blu-ray Disc/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 do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons.

Appendix



What you'll find in this chapter:

- 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.

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.

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** menu (see *Ordering Your Programming 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 1	Remote Control 2
Remote Control Address (SAT Mode)		
TV Code (TV Mode)		
DVD, BD or VCR Code (DVD Mode)		
Auxiliary Device Code (AUX Mode)		

TV Input/Channel Settings

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