# Getting Started with dish

Hopper

## Remote Functions

**SAT Mode**
Correct mode for operating your DISH system.

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

**Menu**
Access features and settings, including Parental Controls, My Account and more.

**Recall**
Go back to the last channel viewed.

**Info**
Display additional program info.

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




**Guide**
Display current and future TV program listings.

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

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

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

Note: Remote image may vary.

**Hopper**
Room_____ Input _____
**Joey #1**
Room_____ Input _____
**Joey #2**
Room_____ Input _____
**Joey #3**
Room_____ Input _____

## 1. Turning Your TV On and Off

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

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






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

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

## 2. Turning Your Receiver On and Off

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

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






*A TV picture appears.*

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

## 3. Staying on the Correct TV Input

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

### How You Might Get On the Wrong Input:

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

## 4. Fixing a Black or Blue Screen

**For demonstration only**
Get your TV **OFF** the correct input by pressing and releasing the INPUT or SOURCE button on your **TV remote** or the TV itself.
(If you are already on a black or blue screen, go to 4a.)

a. Get your TV back **ON** the correct input.



*A black or blue screen appears.*

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



*A TV picture appears.*







*The SAT button lights up.*

## 5. Changing Channels

**There are three ways to change channels on your receiver.**

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




**- OR -**

Press and release the CHANNEL UP/DOWN buttons.







*The TV channel changes.*

**- OR -**

Use the Program Guide.

a. Press and release the GUIDE button.







*The TV channel changes.*



*The Program Guide appears.*

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






*The Program Guide moves up or down.*

c. Press and release the SELECT button.







*The TV changes to the highlighted channel.*

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

a. Press and release the GUIDE button twice.






*The Favorites List drop down menu appears.*

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






*The Program Guide indicates which list you are on. If you are on the All Channels list, channels shown in red are not included in your subscription.*

## 7. Exiting On-Screen Menus

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



*The TV is on a menu screen.*

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






*The menu screen is exited and a TV picture appears.*

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

## Additional Tips

**Setting Parental Controls:**

a. Press and release the MENU button.
b. Select "Settings" and then select "Parental Controls."
c. If "Parental Controls" are "Off" then select "On."
d. Under "Restrictions," choose from the pre-set locks for a high, medium, or low restriction level, or select "Custom" to customize restrictions.
   - To copy these settings to a Joey in a remote location:
     a. Select "Copy Settings."
     b. Select location(s) to which settings are copied.
     b. Select "Yes."
e. Select "Save."
f. Enter and confirm the 4-digit password.

**Setting Closed Captioning:**

a. Press and release the MENU button.
b. Select "Settings" and then select "Closed Captioning."
c. Scroll to the Closed Captioning box and select "On."
d. Select "Save."

### Troubleshooting:

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

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

### Where to go for additional information:

- Press and release the MENU button and then select "Help."
- Visit mydish.com/support.
- Go to Channel 101.
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