



DISH Network HDTV Satellite Receiver

User's Guide

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

194938



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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 **WARNING!** symbol means that if you are not careful,
You could *injure* or *kill* yourself, or
You could damage equipment or property.



The **ATTENTION!** symbol means you should pay special attention to:
Important instructions for using the system, or
Important instructions for maintaining the system.

For Your Safety



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



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

Important Software Notice

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

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

Equipment and Software Covered by this User's Guide

This *User Guide* covers the ViP222 receiver and software model ViP222. This *Guide* may cover other devices, not listed here.

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The information in this *User Guide* may change without notice. We may issue revisions to tell you about such changes.

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

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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.



WARNING—Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus. Also, no sources of flame, such as lit candles, shall be placed on the apparatus.

- 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" (in standby mode) using a remote-control or front-panel POWER button.
- 16 No flame sources, such as lit candles, should be placed on the equipment.
- 17 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.
- 18 Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- 19 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.

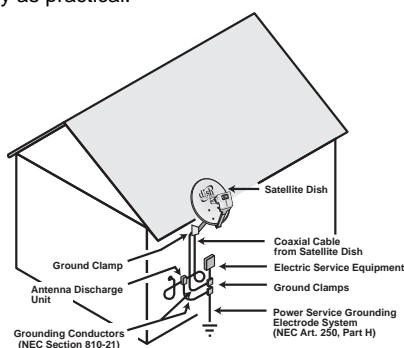
Safety

- 20 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.
- 21 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.
- 22 Unplug the receiver from the AC power outlet before cleaning.
- 23 Do not place the receiver in an enclosure (such as a cabinet) without proper ventilation.
- 24 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.
- 25 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. This will provide additional protection against damage caused by lightning or power line surges.
- 26 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.

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.




Proper Care of Your Equipment

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



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



Introduction

Chapter 1

Introduction to DISH

So you have a DISH receiver and you want to know how it works, right? Take a look through this guide and you'll quickly learn how to use all of the features. This chapter familiarizes you with your DISH satellite TV receiver.

- **WELCOME**
- **HOW TO USE THIS 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**

Chapter 1

Welcome

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 receiver has two built-in satellite TV tuners supporting viewing in standard or high definition. In addition, an over-the-air (OTA) tuner is also available. After attaching an antenna to the OTA tuner input on your receiver back panel (see details on page 98 and any installation instructions that came with your OTA antenna), you can watch programs on digital channels received over the air, selecting them from the Program Guide much the same way you do with satellite-delivered TV channels. Additionally, a host of other functions make your DISH receiver one of the most versatile and exciting devices in home entertainment.

This satellite receiver lets you decide how you watch TV. You can experience audio and video with full digital quality. You can create reminders for your favorite programs and not miss any of the action, or you can record a program on your VCR to watch later.

HOW TO USE THIS GUIDE

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

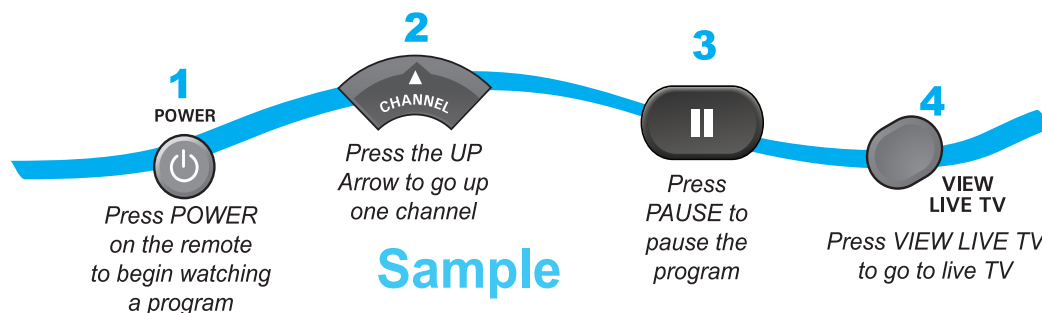
Guide Overview

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-Programs* shows you how to order and watch DISH On Demand and Pay-Per-View programs.
- *Chapter 5: Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6: Locks* explains how to set locks and passwords.
- *Chapter 7: Interactive TV* describes how to use the interactive TV features of your satellite TV system.
- *Chapter 8: Timers* describes how to set up and use timers and the timers list.
- *Chapter 9: Remote Control Setup* contains instructions for programming your remote to control your satellite receiver and equipment like a TV, VCR, or DVD player.
- *Chapter 10: Receiver Customization* shows you how to customize your receiver.
- *Chapter 11: Connections and Setup* explains how to connect your satellite receiver to your TV, as well as to other equipment like a VCR.

Guide Conventions

- The names of remote control buttons are all uppercase.
Example: Press SAT.
- Select means to move the highlight to an on-screen option or choice in a list and press SELECT on the remote control.
Example: Select the **Locks** option.
- This guide uses HD for high definition and SD for standard definition.
- Where this guide mentions the 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 short audio/video cables.
- Where this guide mentions the remote TV, it is referring to TV2, the cable-ready TV(s) located in a room away from the receiver. The remote TV receives TV2 menus and programming from the receiver's TV2 outputs through your in-home cable system.
- Where this guide mentions the remote control, it refers to either Remote Control 1 when viewing a nearby TV or Remote Control 2 when viewing the remote TV(s). If a specific remote control must be used, 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.



Tips and Questions

At the end of most chapters, you'll find two important sections that are there to give you additional information:



Tips that let you in on secrets of using your satellite TV system more efficiently.



Answers to **Questions** you might have about the features described in the chapter.

Chapter 1

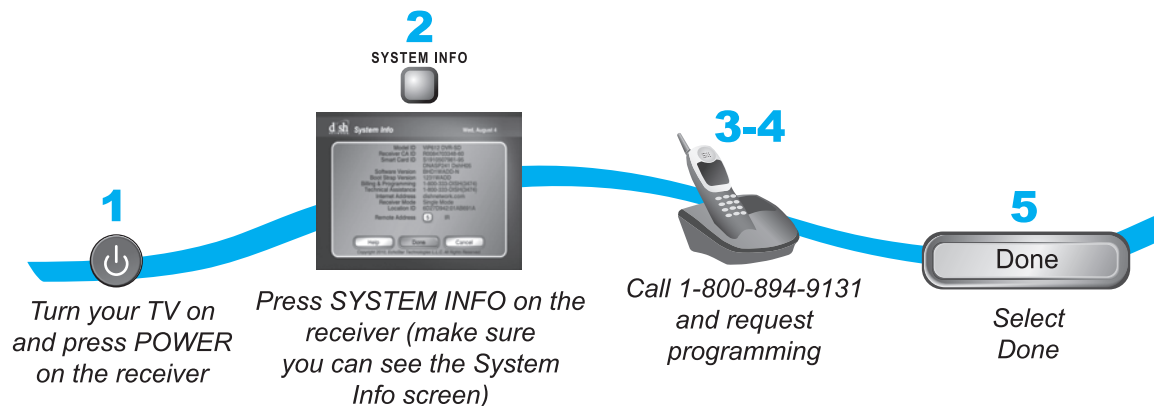
About Your DISH Account

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 DISH 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 the system has been installed and you would like to begin receiving services. A representative will explain the available program packages. Give the representative information from the System Information screen, as requested.
- 4 Your services will be turned on via the satellite signal. This process usually takes just a few minutes.
- 5 Select **Done**.

Where to Find Information on Your Account

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

- Go to our website at www.mydish.com and select My Account.
- Press **MENU** on your remote control or front panel and then select **My Account**.
- Call the Customer Service Center at 1-800-333-DISH (3474).

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

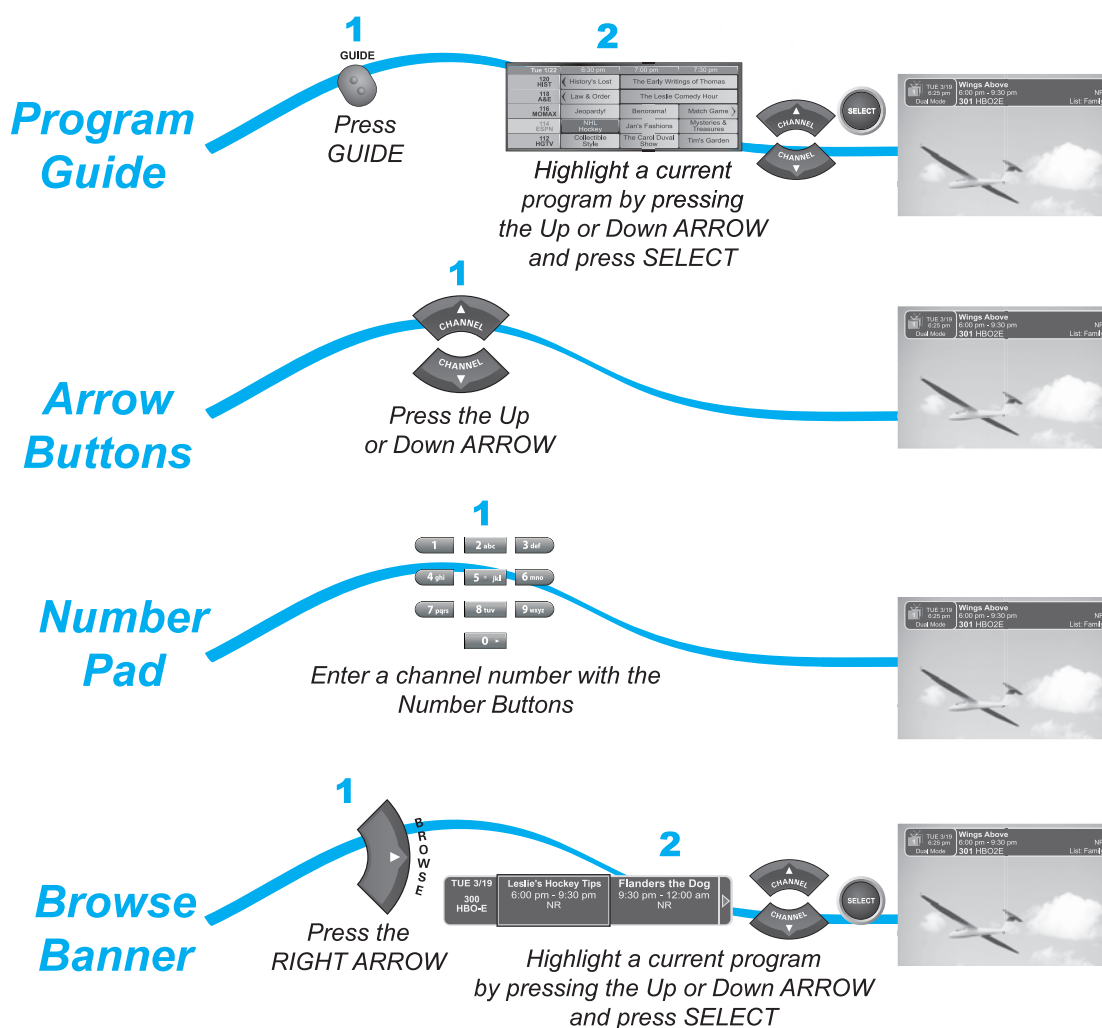
WATCHING TV NOW

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

Finding a Program to Watch

You're already itching to use your remote control, so pick it up now and find something to watch. If you want to know more about watching TV, see *Chapter 3: Finding Programs to Watch* starting on page 23.

4 Ways to Find a Program



Chapter 1

Additional Services

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 31. Be sure to connect your receiver to an active telephone line (see the instructions on page 94) or a broadband (high-speed) Internet connection before you order a Pay-Per-View event. For more information on connecting your receiver to your broadband service, visit the mydish.com/getconnected website.

DishHOME

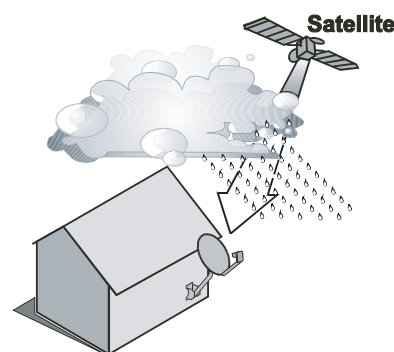
At DishHOME (press DISH on your remote control), you'll find news, sports, weather information, TV and movie buzz, customer service, games, and more.

ABOUT SATELLITE TV RECEPTION

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

Rain and Snow Fade

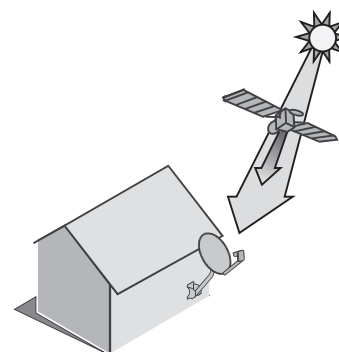
Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation will help prevent rain and snow from interrupting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



Solar Interference

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

During these brief periods, you will not be able to see programming from 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.



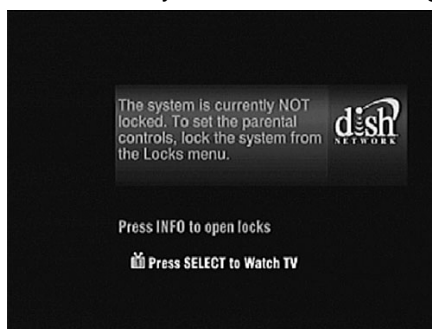
WHY CONNECT TO A PHONE LINE OR BROADBAND

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 DishHOME Interactive TV features, and other DISH services (see the instructions on page 94). A connected phone line also supports the Caller ID feature of your ViP-series receiver (see the instructions on page 77).

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 95 and more information about Pay-Per-View programming on page 32.

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 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 the POWER or SELECT button on the remote control to resume watching your satellite TV programming. Make sure you are using the correct remote control for your current TV-viewing location.



TIPS

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

Chapter 1

Questions



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 a part of your DISH package. If you'd like to watch those channels, then please call 1-800-333-DISH or visit the www.dish.com 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. DISH programming may vary from what you'll find in a local publication. For best results, use the Program Guide on your receiver to obtain information or order *DISH Entertainment Magazine*.

Receiver and Remote Controls



Chapter

2

About Your Satellite TV System

This chapter helps you get to know your receiver and remote controls, which let you use all your receiver's functions. After you read the information here, be sure to practice what you learn so that you can quickly understand what's presented in later chapters.

What you'll find in this chapter:

- **SATELLITE RECEIVER OVERVIEW**
- **DUAL AND SINGLE MODES**
- **REMOTE CONTROLS**
- **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 satellite-tuner receiver can view standard-definition (SD) and high-definition (HD) programming from DISH on two TVs, or (with an attached over-the-air antenna) view 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 (with an antenna) over-the-air digital/HD broadcasts. Programming from the receiver is delivered to the nearby TV using standard audio/composite-video 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.

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 on-screen menus for the nearby TV.
- **Remote Control 2**—An Ultra-High Frequency Pro (UHF Pro) remote to control programming at a remote TV (TV2). This remote control is labeled with a blue number 2, which matches similar markings on the receiver output connections and on-screen menus for the remote TV. Be sure to set up the remote control to operate the receiver (see page 58).

DUAL AND SINGLE MODES

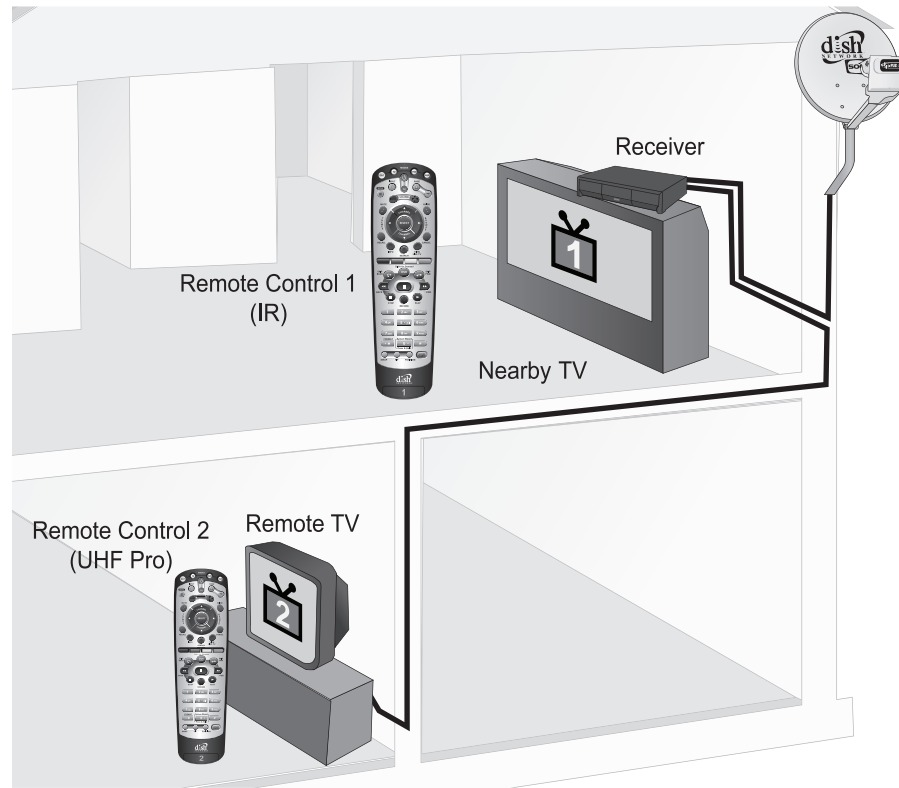
Your satellite receiver includes two modes of operation: Dual and Single. These modes increase your entertainment options because you'll be able to choose how you watch your favorite programs.

Dual Mode

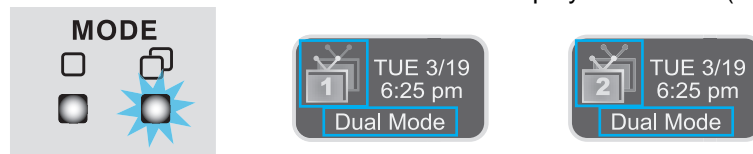
While in Dual Mode, you can use this dual satellite-tuner receiver to watch different programming in separate TV locations:

- **Nearby TV**—Programming from the receiver is delivered to a nearby TV using standard audio/composite-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. The video displayed on the remote TV is always in standard definition (SD). High-definition satellite programming (for example, on channels that display the HD markings) can be viewed on the remote TV; however, such programs are down-converted for viewing on the remote TV.



You can tell your receiver is in Dual Mode because the Mode front panel indicator will light and the menu and other screens on both TVs will display Dual Mode (as shown below).

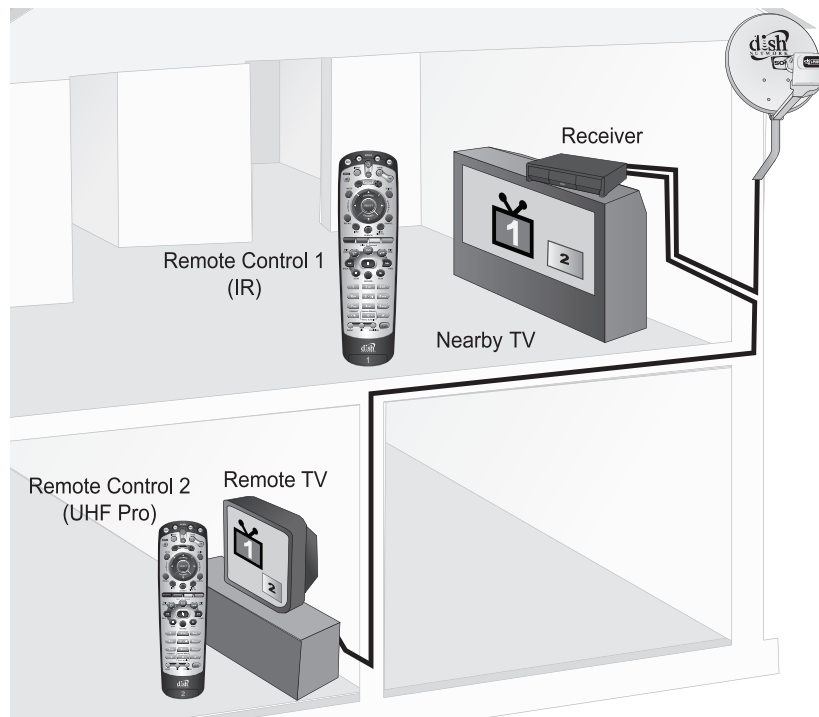


Chapter 2

Dual and Single Modes

Single Mode

Single Mode provides the unique features of your dual-tuner receiver—like Picture-in-Picture (PIP)—to all connected TVs.





Single Mode delivers the same programming to all of the TVs connected to the satellite receiver and allows control by either remote control. The format of the programming shown on the remote TV(s) is standard-definition (SD); high-definition (HD) is shown only on a compatible nearby TV. High-definition programming (for example, on channels displaying the HD markings) 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 mode indicator on the front panel will light and the menus and other screens on all connected TVs will display Single Mode (as shown below).



Switching Between Dual and Single Mode

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

	 Dual Mode	 Single Mode
Indications	Dual Mode front panel indicator lights.	Single Mode front panel indicator lights.
Favorites Lists	Favorites Lists that are set up for both outputs (TV1 and TV2) are available at their respective TV locations.	Only Favorites Lists that are set up for TV1 are available. The lists for TV2 are not lost, they are simply unavailable in Single Mode.
Parental Controls	Locks that are set up for both outputs (TV1 and TV2) are available at their respective TV locations.	Locks that are set up for only TV1 are available. The locks for TV2 are not lost, they are simply unavailable in Single Mode.
Closed Captioning	Closed Captioning (CC) for SD and HD programming is available on TV1. CC only for SD programming is available on TV2 (CC also must be enabled on the TV itself).	CC that is set up on the receiver is available on both outputs (TV1 and TV2).

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

REMOTE CONTROLS

The two remote controls give you access to all the features of your satellite receiver. You can set up each remote to control the satellite receiver and up to three other devices (see page 61). These devices can be a TV, a VCR or DVD player, and a third (AUX) device.

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

Chapter 2

Remote Controls

Types of Remote Controls



Remote Control 1 uses infrared (IR) signals to:

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

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

Remote Control 1 uses IR signals to control the 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 signals to:

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

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

To use Remote Control 2 to control a DISH receiver, you must attach the remote control antenna to the receiver back-panel jack (see page 15).

Remote Control 2 uses IR signals to operate other devices programmed into the remote control. You must point the remote control directly at these 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

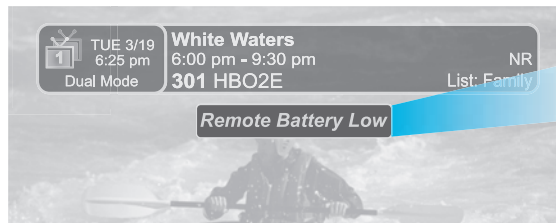
The remote control comes with AAA batteries. When you replace old batteries, you should replace all four batteries. Use batteries of the same type, for example, alkaline or carbon zinc. Don't mix batteries of different types. Alkaline batteries last longer.

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



Low Battery Warning

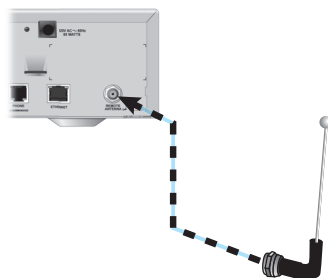
When you see a low-battery warning message on your screen below the Program Banner, the batteries in your remote control are weak and need to be replaced.



Remote Battery Low

Attach the Remote Antenna

Attach the remote-control antenna to the receiver's back-panel **REMOTE ANTENNA** input jack so you can use your UHF Pro Remote Control 2. Without the remote-control antenna, you cannot use this remote to control the receiver. See *Adjusting the Remote Antenna* on page 60 for more detailed information about improving the performance of your UHF Pro remote control.



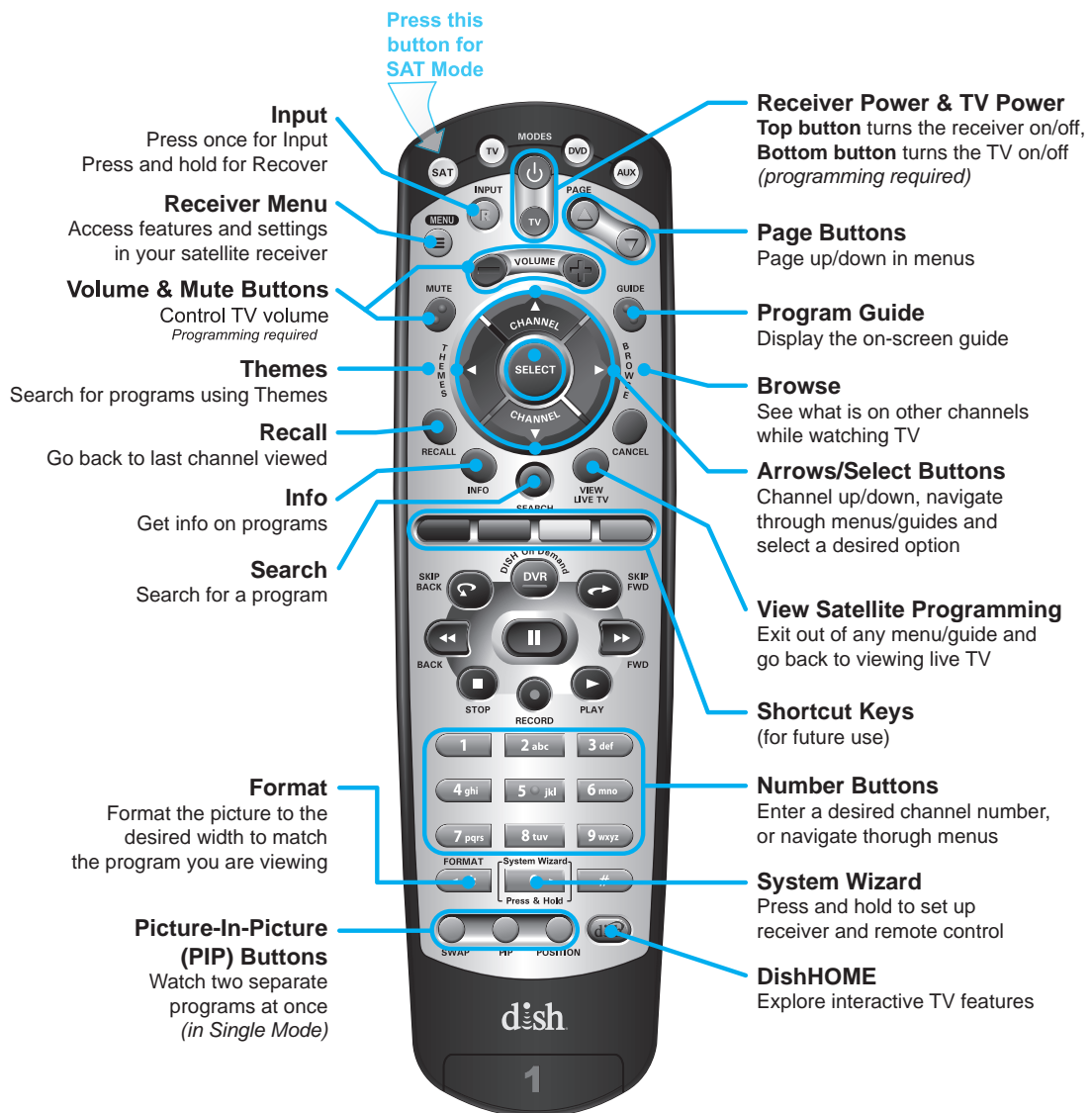
Chapter 2

Remote Controls


Remote Control Buttons

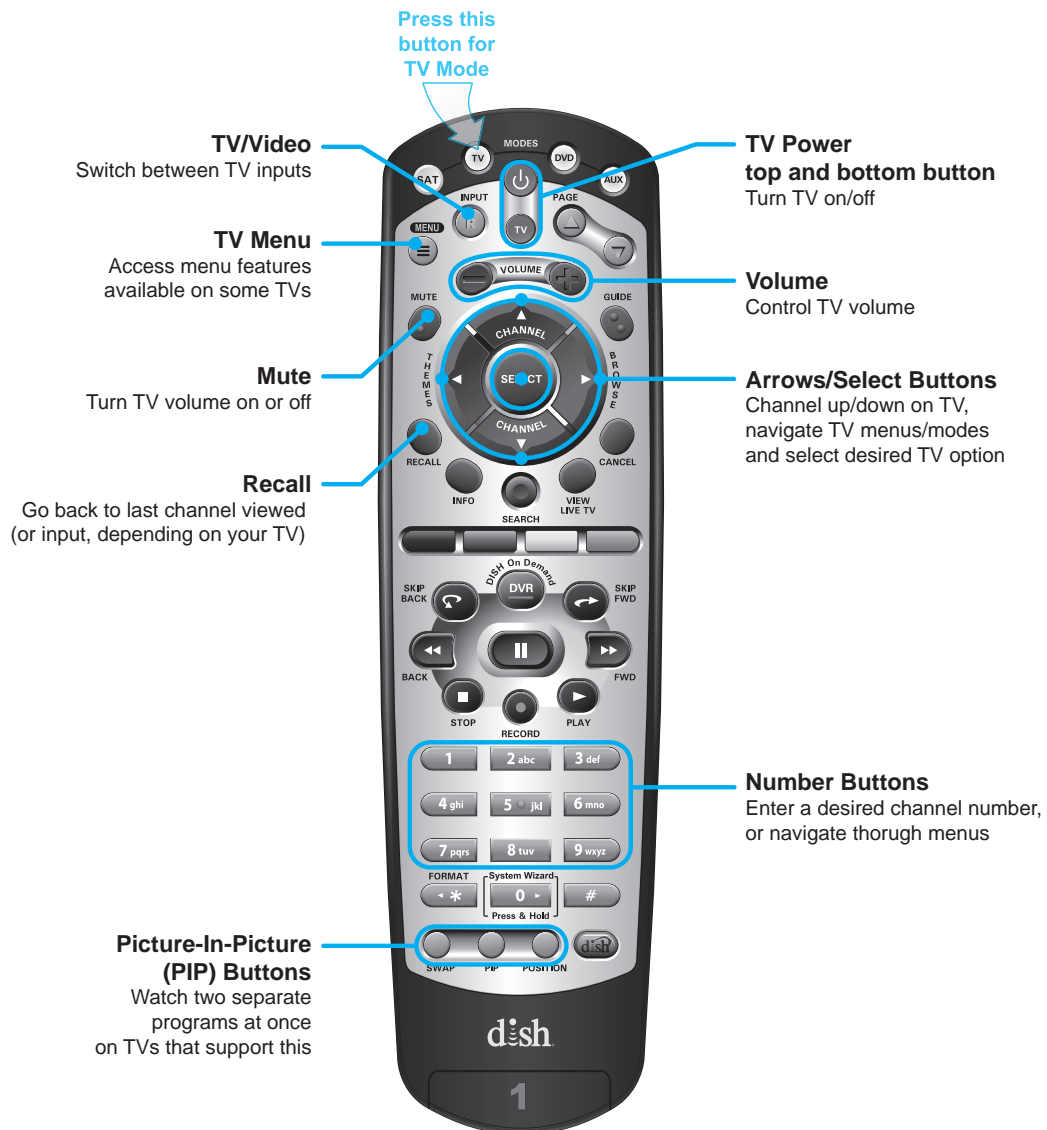
SAT Mode

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



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.



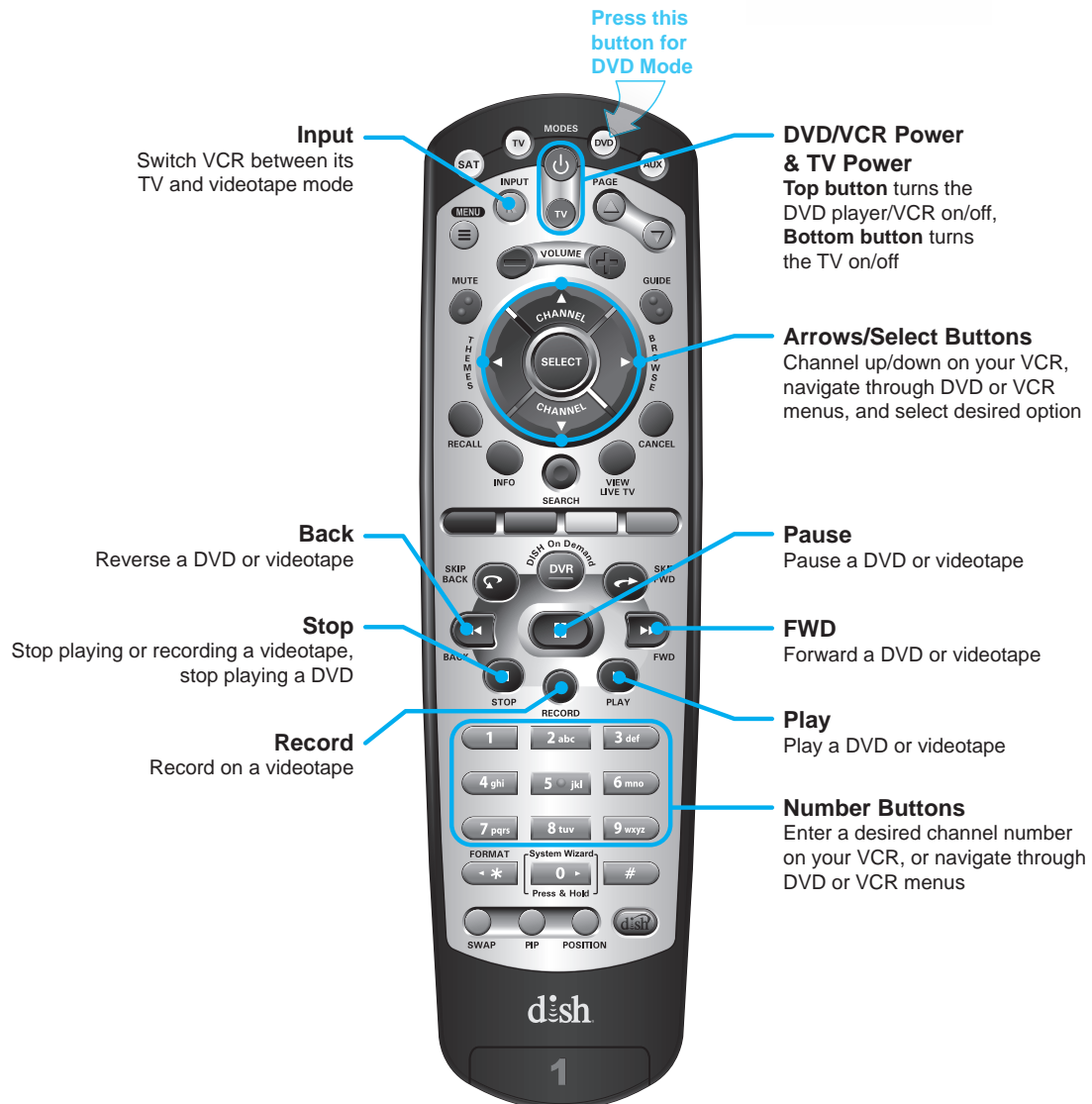
Note: Remote operation is different on DISH Network TVs. See your DISH Network TV User's Guide for proper operation.

Chapter 2

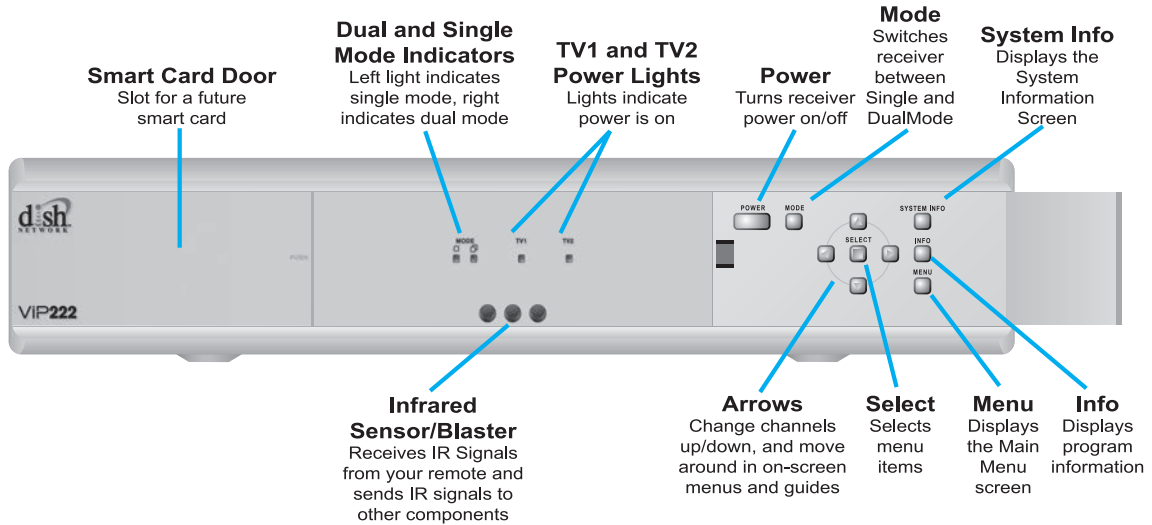
Remote Controls

DVD Mode

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

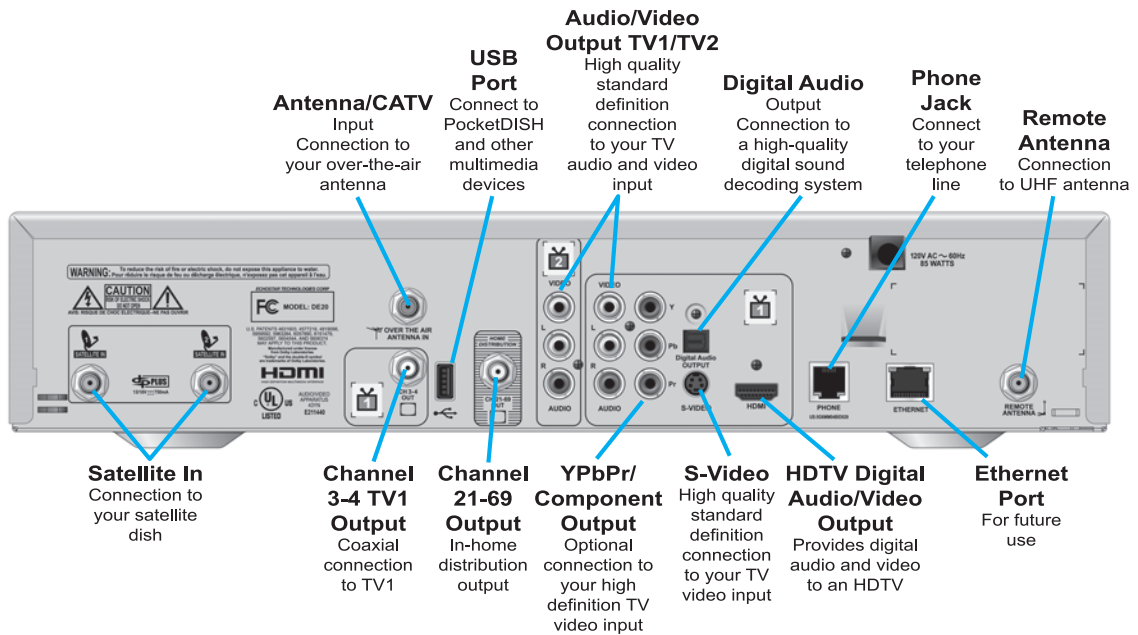


SATELLITE RECEIVER FRONT PANEL



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.

Chapter 2

Using the On-Screen Menus

USING THE ON-SCREEN MENUS

The menus make using your receiver and selecting programs to watch quick and easy. Use the menus to control the receiver and to use its features, such as setting locks for parental controls, choosing a program to watch, or creating a new Favorites list.

Open and Close Menus

You can open the menus in either of two ways:

- Press the MENU button on the receiver's front panel or remote control to open the Main Menu, and 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 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, the option 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:

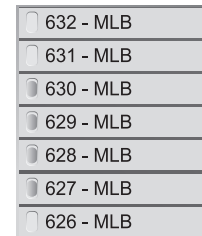
- Move the highlight to the menu option using the remote control ARROWS. In the example, **Program Guide** is highlighted. Then press SELECT.
- If the menu option has a number next to it, press the number on the NUMBER PAD button that matches this number. When you use the NUMBER PAD, you do not need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

Program Guide	1
Themes & Search	2
Customer Support	3
Multimedia	4
Locks	5
System Setup	6
Daily Schedule	7
Preferences	8
Cancel	0

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**. If you do not want to save any changes, select **Cancel** to discard all the changes made in the menu. There are two types of lists:

- A single-choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.
- A multiple-choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected. To deselect a previous choice, select it again.



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 selected but did not save.

USING TEXT FIELDS

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

- Virtual Keyboard
- Remote Control NUMBER PAD

Using the Virtual Keyboard

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



Using the Number Pad

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



Chapter 2

Questions

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, such as between words.



Use the RIGHT ARROW to forward space without deleting characters.



QUESTIONS

- **Why would I want to put the receiver in Single Mode?** When the satellite receiver is in Single Mode, you can use the PIP functions. See page 28 for more information.
- **How can I watch the same program on all of the TVs in my house?** Put the receiver in Single Mode (page 12), and then enable Shared View (page 76).



TIPS

- You can use the Front Panel Locks to prevent the mode from being changed accidentally. See page 47 for instructions.
- The only way to turn off the TV2 outputs is by pressing POWER on Remote Control 2.
- In Dual Mode, Remote Control 1 is used to control TV1 menus on the nearby TV. Remote Control 2 is used to control TV2 menus on the remote TV(s).
- If you would like to put the receiver in a remote location (such as a closet or cabinet), be sure to get a replacement remote control that uses UHF Pro signals to control TV1. Please call your DISH retailer, or visit the www.mydish.com website, select Upgrades, and then Remotes & Accessories.
- To use Remote Control 2, be sure to attach the Remote Control Antenna to the input jack on your receiver back panel. See page 15 for details.
- On Remote Control 2, press the FORMAT (*) button to change the aspect ratio (that is, the shape of the image) for HD channels displayed on the remote TV(s).



Finding Programs to Watch

Chapter

3

Let's Watch TV™

The receiver is on channel 414, but you need to change it quickly to channel 210. How do you change the channel? You know your favorite team is playing, but you're not sure of the channel. How do you find the game? You're in the mood for a movie, but you're not sure what's on. Is there a way to look for movies? This chapter shows you the various ways for you to find something to watch.

You'll find the following information in this chapter:

- **CHANGING CHANNELS**
- **USING THE PROGRAM GUIDE**
- **USING THE BROWSE BANNER**
- **USING SEARCH TO FIND A PROGRAM**
- **FINDING A PROGRAM BY ITS THEME**
- **USING PICTURE-IN-PICTURE**

Chapter 3

Changing Channels

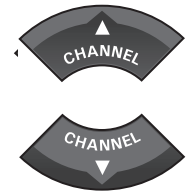
CHANGING CHANNELS

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

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

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 channel number using the NUMBER PAD on the remote control.



USING THE PROGRAM GUIDE

You can use the Program Guide to see what programs are on, to change channels, and to set up recordings. To access the guide, press the GUIDE button on the remote control

Active Favorite List

Current Date & Time

Program Information

Program Date

Channels

Current Program

Program Times

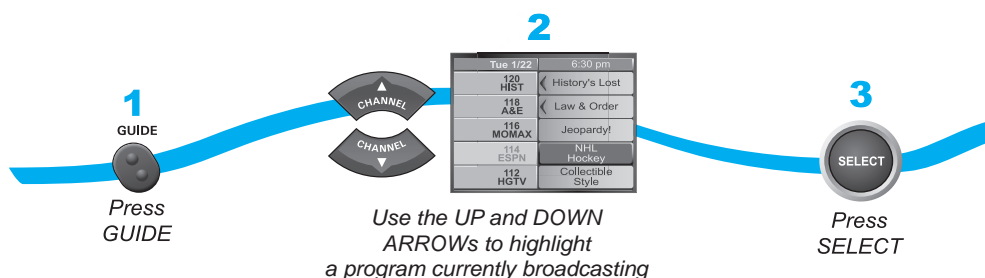
Programs

- A red background behind a channel usually means the channel is not included with your current DISH package. You can watch it if you upgrade your package. Visit the www.mydish.com website and select Upgrades, or call 1-800-333-DISH (3474).
- A yellow background behind a channel is for digital over-the-air (OTA) channels. See page 98 for instructions to connect an over-the-air antenna to your DISH receiver.
- A green background behind a channel means that you can use the SELECT button on your remote control to go to or add the channel to your existing DISH package.

Finding Programs to Watch

Using the Program Guide

- The Program Guide shows which Favorites List is active. If All Chan is active, the Program Guide shows all the channels. The All Sub list shows only the channels in your subscription. The All HD list shows only the HD channels in your subscription. If you have set up and wish to use another list, then select it from the available lists by pressing GUIDE repeatedly; the Program Guide shows only the channels included on the selected list. See page 35 for more information on using Favorites Lists.
- The Program Guide shows programs on now and coming on within the next couple of days. The guide does not show programs or events that have ended.



While using the Program Guide, you can:

- Press PAGE UP/PAGE DOWN to move through the guide a page at a time.
- Enter the number of hours you want to skip using the NUMBER PAD, and then press the RIGHT/LEFT ARROW to move forward/back in the schedule.
- Press SKIP FWD/SKIP BACK to move forward or back a day at a time.

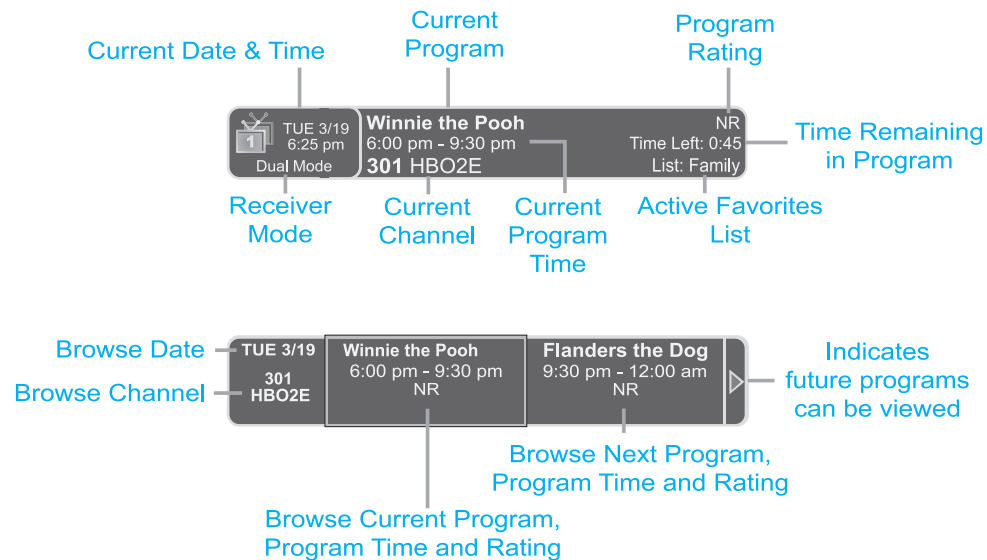
Note: You must be able to receive satellite programming from either the 119°W or 72.7° orbital location for the Program Guide to display up to two days of program information.

Chapter 3

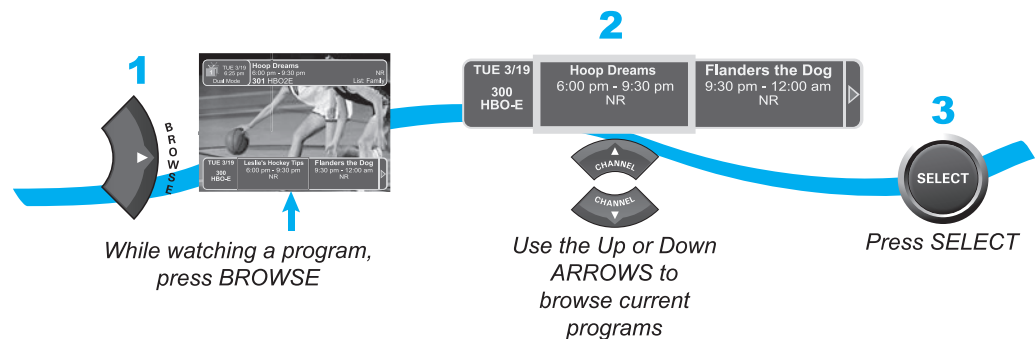
Using the Browse Banner

USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on while not missing the program you are watching.



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



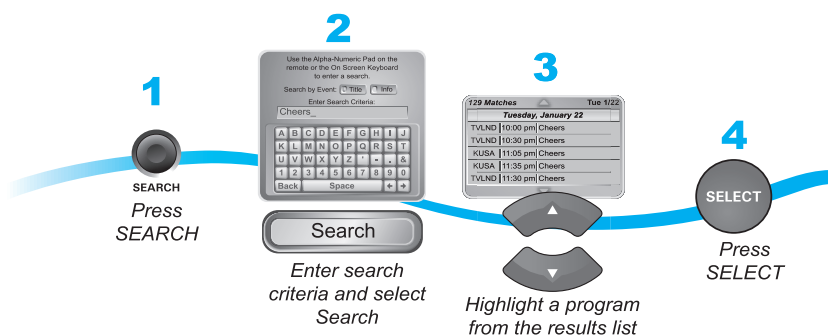
You can press the **RIGHT/LEFT ARROW** to browse forward/back in the schedule. You can press the **INFO** button to see more detailed information about any highlighted program.

USING SEARCH TO FIND A PROGRAM

You can find programs to watch by using the Search feature of the receiver. This feature will search all channels, including over-the-air channels (if an over-the-air antenna is properly connected to the receiver, as described on page 98), and find programs that match keywords that you enter.

3

Using the Search Feature



You can search for events two ways:

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

Enter the search word(s) in the Search Criteria Field in one of two ways (see page 21):

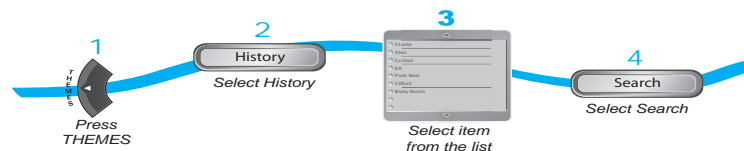
- Use the virtual keyboard
- Use the letters that appear with digits on the remote control NUMBER PAD

If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Recording Future Programs* on page 51 for more information.

Using Search History

After you have searched for programs or other information, your receiver keeps a history list. In Dual Mode, TV1 and TV2 keep separate Search History information. In Single Mode, only TV1's Search History is available. You can use Search History to find programs without having to type the information again.

Note: Use the **Edit** or **Delete** options to modify or remove search keywords.

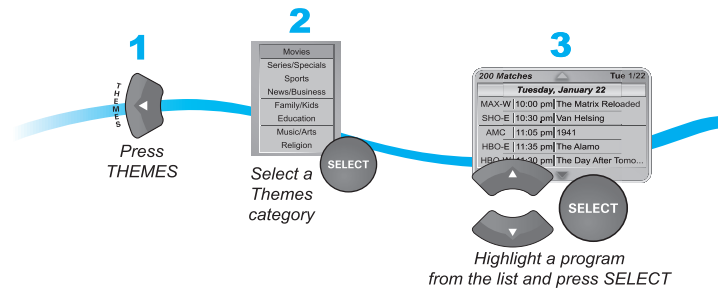


Chapter 3

Finding a Program by its Theme

FINDING A PROGRAM BY ITS THEME

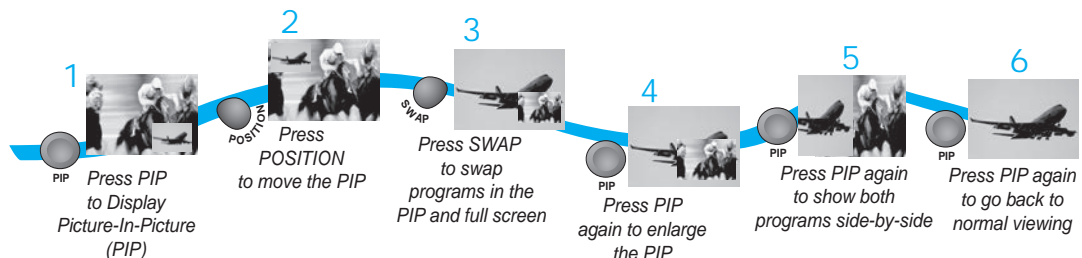
You can list and choose programs by the theme of their contents, for example, just movies or just sports. You can then quickly list programs based on that theme, and choose the program you want. This feature also categorizes programs on any over-the-air channels (if an over-the-air antenna is connected properly to the receiver, as described on page 98).



If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will be displayed. See *Chapter 8: Timers* on page 51 for more information.

USING PICTURE-IN-PICTURE

Picture-In-Picture (PIP) lets you watch two programs at once and is only available when the receiver is in Single Mode. The following instructions describe how to use the PIP feature (see page 13 for instructions on changing from Dual to Single Mode).





TIPS

- Press INFO to get more information about the program you highlighted.
- Press VIEW LIVE TV to cancel almost any screen and return to live TV.
- Press SWAP, without pressing PIP first, to switch between the two satellite TV tuners in Single Mode.

3



QUESTIONS

- **How can I customize the Program Guide?** You can set up a Favorites List as described on page 37. You can change how the Program Guide is displayed (the size of the text, number of programming hours displayed, etc.), as described on page 81.
- **Why are some of my channels missing?**
 - You may have locked or hidden the channels. See *Chapter 6: Parental Controls* on page 39 for information on locking and unlocking the receiver, and *Hiding Adult Content or Locked Channels* on page 46 for information on showing or hiding certain channels.
 - You may have the wrong list showing in the Program Guide. Press the remote's GUIDE button to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists of channels. See the chapter on Favorites Lists, starting on page 35, for more information.
- **Which remote do I use?**
 - Dual Mode: Use Remote Control 1 for the nearby TV and Remote Control 2 for the remote TV(s).
 - Single Mode: Both the remotes control the receiver.
- **Why isn't PIP working?** Your receiver is probably in Dual Mode. Press MODE on the front panel to put your receiver in Single Mode if you'd like to use PIP functions. See page 13 for more instructions on switching from Dual to Single Mode.

Chapter 3

Questions

Notes



Pay-Per-View

Chapter

4

Ordering Pay-Per-View Programs

4

Is tonight a popcorn and movie night? Why rent and return videos when you can use the information in this chapter to order and watch DISH Cinema right from your couch?

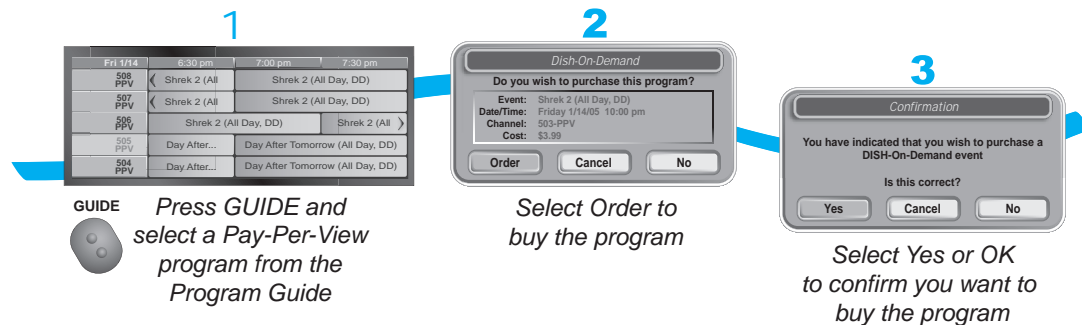
- **ORDERING A PAY-PER-VIEW PROGRAM**
- **REVIEWING PAY-PER-VIEW PURCHASES**

Chapter 4

Ordering a Pay-Per-View Program

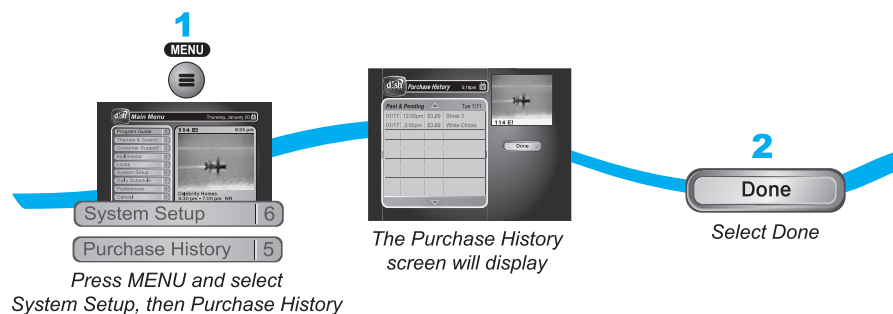
To order Pay-Per-View (PPV) programs or events using your remote control, you must connect the receiver to an active telephone line or broadband Internet connection. After you order a PPV program, you can watch it on all receivers on your DISH account. Using the remote control, you can order the exact same program for each receiver but pay for the program only once. However, replays at other start times (other than All-Day Movies) are separate events. Visit the www.mydish.com/ppv website for a 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 or event, you cannot cancel the order and you will be billed for it.

REVIEWING PAY-PER-VIEW PURCHASES





TIPS

- You can set up an event timer on the receiver to tune automatically to the start of your Pay-Per-View program or event. Refer to page 54 for more details.
- You can prevent others from purchasing Pay-Per-View programs by using locks (see page 46).
- Please keep your receiver connected to an active telephone line or a broadband network so that you can order Pay-Per-View programming using your remote control.

4



QUESTIONS

- **How can I order an event for all my DISH receivers/connected TVs?**
 - Order on each receiver, one at a time with the receiver's remote control. For each receiver, make sure that it is connected to an active phone line or a broadband network.
 - Order the event over the telephone 1-877-DISH-PPV (347-4778). Charges may apply.
 - Order the event online by visiting the www.mydish.com/ppv website.
 - Order the event over the phone at 1-800-333-DISH (3474). Charges may apply.
- **I ordered a Pay-Per-View program or event but can only see it on one receiver.** Some Pay-Per-View programs or events are restricted to 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 same event (that is, starts at the same time or All Day movie).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** You may be using a Favorites List that doesn't include Pay-Per-View channels. Press the GUIDE button to open the Program Guide and then press GUIDE again until you see All Chan in the upper left corner of the Program Guide. See *Chapter 5: Favorites Lists* on page 36 for more information on using Favorites Lists. You may have Pay-Per-View channels locked and hidden. See *Chapter 6: Parental Controls* on page 46.
- **Why are some Pay-Per-View programs blacked out?** Certain 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 (U.S. Mountain Time).

Chapter 4

Questions

Notes



Favorites Lists

Chapter

5

5

Setting Up Your Favorites Lists

One of the benefits of DISH service is that it provides you access to many TV channels. However, the number of choices can make it difficult to find something to watch. When you read this chapter, you'll learn how to set up and use Favorites Lists. The information in this chapter shows you how to fit your favorite TV channels into a set of neat, organized lists.

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

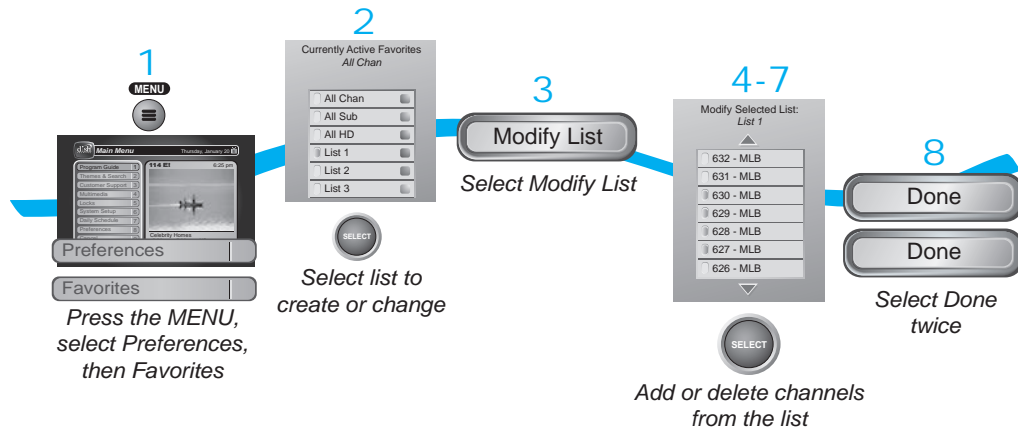
WHAT ARE FAVORITES LISTS?

Favorites Lists are 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 lists for TV2 (available in Dual Mode).

- 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 ARROWS to change channels, the receiver skips channels that are not on the list. Unlisted channels are still accessible by entering the digits of their channel numbers directly using the remote control NUMBER PAD.
- The All Chan list contains all the channels, including channels not in your current subscription. You cannot make any changes to the All Chan list.
- The All Sub list contains all the channels in your subscription. You cannot make any changes to the All Sub list, except by changing your subscription.
- The All HD list contains all the high-definition (HD) channels in your subscription.
- Each Favorites List has a unique color in the Program Guide. You can assign each list a name. When you first get your receiver, the four lists are named List 1, List 2, List 3, and List 4. The lists are empty until you add channels you want to include on them.
- When you switch the receiver to operate in Single Mode, the Favorites Lists for only TV1 are available. However, when you put the receiver back in Dual Mode, the Favorites Lists for TV2 are available again.
- If you find a program to watch using the Themes feature or by entering a channel number directly using the remote control, the receiver tunes to the channel for that program whether or not that channel is on the active Favorites List.
- You can include over-the-air (OTA) channels in your Favorites Lists if an over-the-air antenna is properly connected to the receiver. See page 98 for instructions on connecting an over-the-air antenna.

CREATING OR CHANGING FAVORITES LISTS

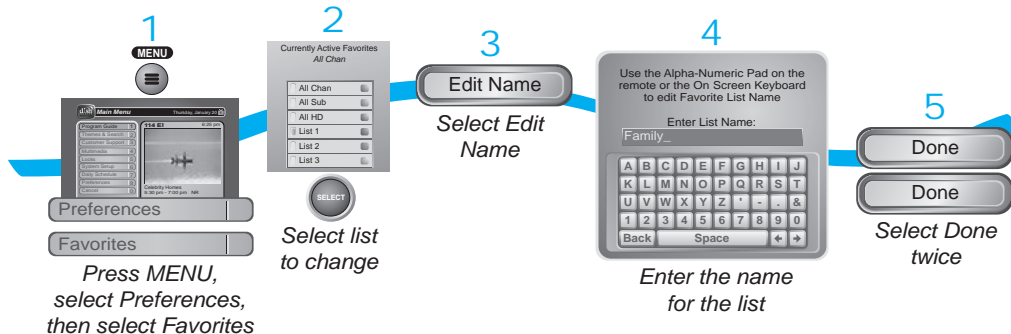
You can create, add channels to, and remove channels from a Favorites List. When you use your Favorites List only those channels in your list are shown in the Program Guide and Browse Banner.



5

NAMING FAVORITES LISTS

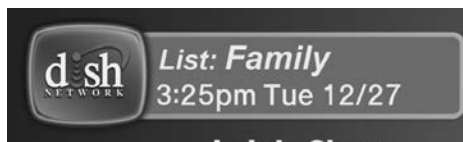
You can name your Favorites Lists using as many as eight alphanumeric characters.



USING FAVORITES LISTS

Press the GUIDE button to open the Program Guide. Press GUIDE again to highlight the next available Favorites List; press GUIDE repeatedly to cycle through all available lists, and then press SELECT to use the highlighted list.

GUIDE



Chapter 5

Tips



TIPS

- Two lists cannot have the same name. For example, on TV1, you cannot have two lists named “Dad’s List.” However, TV1 and TV2 can have lists with the same names. The Favorites lists for TV2 are available only when your receiver is in Dual Mode.
- While viewing the electronic program guide, press GUIDE to switch to a different Favorites list, including any lists to which you have added channels. If you have not created a Favorites List, then pressing GUIDE repeatedly cycles through the All Chan, All Sub, and All HD Lists.
- When you put the receiver in Single Mode, the Favorites lists for TV2 are not available. However, when you go back to Dual Mode, the Favorites lists for TV2 are available again.
- If you have used the Parental Controls features of your receiver to lock or hide certain channels, then these channels do not display in Favorites lists or the Program Guide.



QUESTIONS

- **Why are channels missing from the Program Guide?**
 - You might have a Favorites list that does not contain those channels. Press GUIDE until the receiver displays the All Chan, All Sub, or All HD list.
 - You might have channels locked or hidden. See *Chapter 6: Locks* on page 41 for information on locking and unlocking the receiver, and *Hiding Adult Content or Locked Channels* on page 46 for more information on showing or hiding certain channels.
- **Why are TV2’s Favorites lists missing?** When the receiver is operating in Single Mode, TV2’s Favorites lists are not available. When you switch back to Dual Mode, the Favorites lists for TV2 are available again. See page 13 for more instructions on switching from Dual to Single Mode.



Parental Controls

Chapter

6

Securing Your Receiver With Locks

6

An important concern to parents is the ability to protect their children. With so many channels come greater potential to access programming which may be unwanted in your home. You can use the safeguards described in this chapter to set up and use locks.

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

Chapter 6

What are Parental Controls/Locks?

WHAT ARE PARENTAL CONTROLS/LOCKS?

Parental Controls (or Locks) allow you to password-protect programming based on its ratings, or on a channel-by-channel basis. When you have locked your receiver:

- If you try to access a locked item or open the Locks menu, your receiver displays a message on the screen prompting you to enter the password.
- Your receiver allows you three attempts to enter the correct password. If you fail to enter the correct password, your receiver does not allow you to try again for several minutes.
- If you enter the correct password, then you can access the locked item or open the Locks menu.
- If you exit a locked item or close the Locks menu, then you must re-enter the password to access the item.
- If you want to enable the TV1 Out on the Modulator Setup screen (see page 76), you must enter the password to continue.

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



When you unlock programming delivered by the **CH 21-69 OUT** to your in-home coaxial cabling system, you are allowing all TVs connected to your in-home coaxial system to have access to this programming. In this case, you must rely on the V-Chip technology and settings in the individual TVs to prevent viewing of unwanted or inappropriate programming. Consult your TV user guides for instructions for how to set up V-Chip protection in each TV.

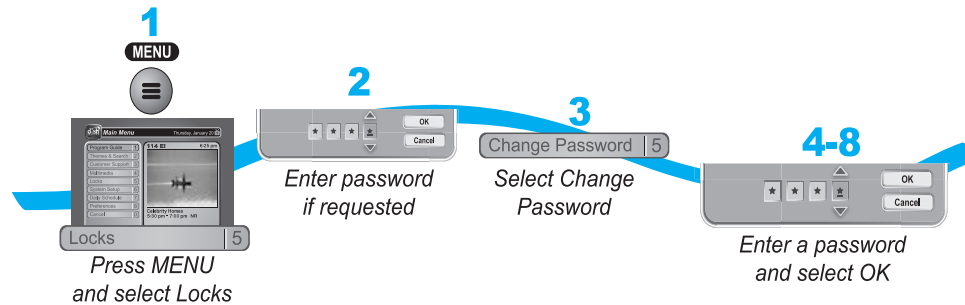
Locking your receiver is a two-step process:

- 1 Create the lock(s) that you want. Available locks types are:
 - Ratings Locks—locks programs based on the programs' ratings.
 - Channel Locks—locks specific channels regardless of program content.
 - Lock PPV—prevents unauthorized ordering of pay-per-view or on-demand programs.
 - Hide Adult or Hide Locked—hides adult channels or locked channels from being displayed in the Program Guide or any other channel lists, such as Favorites lists.
 - Front Panel Lock—prevents your receiver's front-panel buttons from being used.
- 2 Then you must lock the receiver itself.

When the receiver is locked, anyone who wants to access locked items (or change menu options for programming the locks that have been set) first must enter the password.

CREATING OR CHANGING A PASSWORD

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

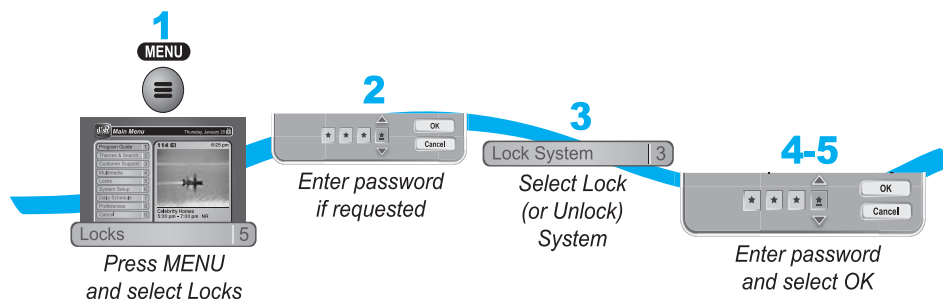


- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the remote's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 3 Select the option for **Change Password**.
- 4 Enter the current password using the remote control NUMBER PAD. Then select **OK**.
- 5 Press the SELECT button.
- 6 Enter the new password using the remote control NUMBER PAD. Then select **OK**.
- 7 Enter the new password again for confirmation, using the remote's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 8 Memorize this new password. From now on, enter this password to lock or unlock the receiver. If you forget your password, then you will need to contact the DISH Customer Service Center and speak with a representative.

6

LOCKING AND UNLOCKING YOUR RECEIVER

You must lock the receiver for any receiver locks you set to take effect. Locking the receiver also locks the modulator output for TV1 (see page 76). To lock the receiver, you must first create a password (see *Setting Up a Password* in the previous section). Be sure to refer to this section whenever you set any lock on your receiver.



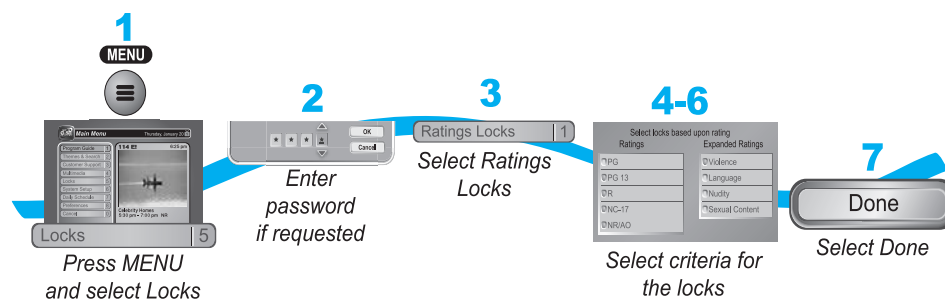
Chapter 6

Creating or Changing Ratings Locks

- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the remote's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 3 Select Lock System or Unlock System. If you are locking an unlocked receiver, a message screen is displayed prompting you to enter a password.
- 4 Enter a password, using the remote control 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 locks you have set are now in effect for your receiver.

CREATING OR CHANGING RATINGS LOCKS

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



- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 3 Select the option for **Ratings Locks**.

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

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, initially 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.

Chapter 6

Creating or Changing Ratings Locks

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).

continued on next page....

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

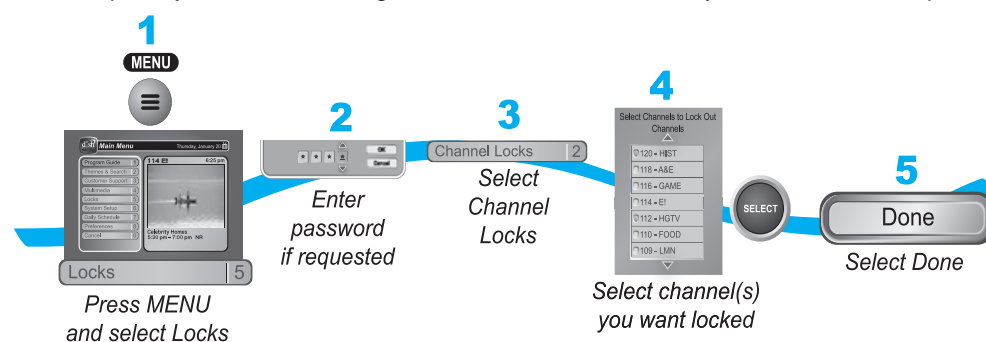
V—violence

FV—fantasy violence (children's programming only)

- 4 Select the expanded rating code(s), if you want to also lock these ratings.
- 5 To unlock a rating code, select the code.
- 6 Select **Done**. Make sure the receiver itself is locked as described on page 41.

CREATING OR CHANGING CHANNEL LOCKS

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



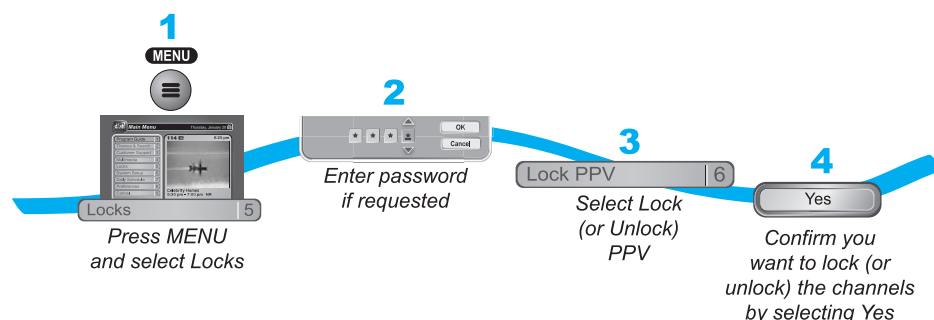
- 1 Press the **MENU** button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the remote's **NUMBER PAD**. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 3 Select **Channel Locks**.
- 4 Highlight and select each channel that you want to lock or unlock. Press the **UP** or **DOWN ARROW** buttons to highlight the channel. You can also move to each channel number by entering digits using the remote's **NUMBER PAD**. If the checkbox next to the channel contains a checkmark, then the channel is currently set to locked.
- 5 Then select **Done**. Make sure the receiver itself is locked as described on page 41.

Chapter 6

Locking or Unlocking Pay-Per-View Channels

LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS

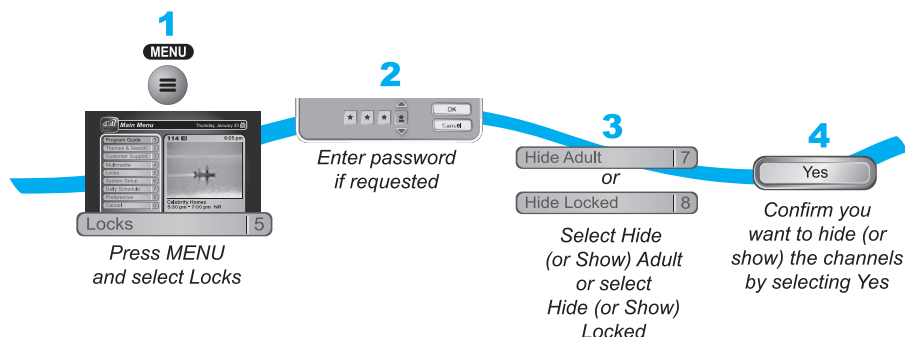
This locks all Pay-Per-View channels. This type of lock keeps anyone from viewing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD. You also can lock individual Pay-Per-View or On-Demand channels by using channel locks.



- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the remote'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 Then select **Yes**. Make sure the receiver itself is locked as described on page 41.

HIDING ADULT CONTENT OR LOCKED CHANNELS

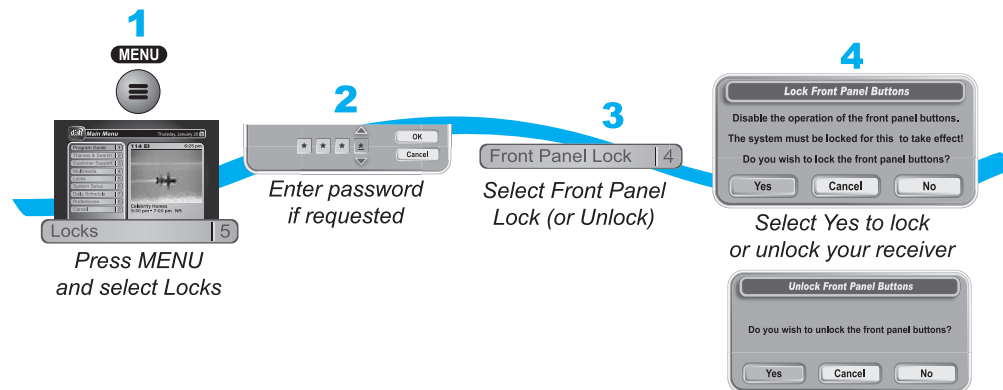
When you hide adult channels or locked channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult channels. It also prevents anyone from choosing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD.



- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. Then select **OK**.
- 3 Select **Hide Adult** or **Show Adult**.
- 4 Select **Yes**. Make sure the receiver itself is locked as described on page 41.

LOCKING OR UNLOCKING THE FRONT PANEL

This lock keeps anyone from using the receiver's front-panel controls unless they enter the correct password, but it does not lock any remote-control buttons. This option is only available on the TV1-output menus.



- 1 Press the MENU button and select parental-control **Locks** (5).
- 2 If the receiver is locked, enter the password using the remote's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Then select **OK**.
- 3 Select **Front Panel Lock/Unlock** to lock or unlock the front panel.
- 4 Select **Yes**. To activate the Front Panel Lock, lock the receiver as described on page 41.



TIPS

- If the receiver displays a message prompting you to enter a password, then the receiver is locked.
- If you want to unlock the receiver or any specific lock, use the password for the TV output you're currently watching. For example, use TV1's password to unlock TV1's locks and TV2's password for TV2's locks.
- When you lock a rating, you also lock all other more restrictive ratings. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

Chapter 6

Questions



QUESTIONS

- **Why didn't a lock I set take effect?** You have to lock the receiver itself for any programming lock(s) you have set to take effect. See page 41 for details.
- **Why don't the locks I set for TV2 work?** The locks you set on TV2 are not available in Single Mode. When you switch back to Dual Mode, TV2's locks are available. See page 13 for more instructions on switching from Dual to Single Mode.
- **What do I do if I forget my password?** If you forget your password, you will need to contact the DISH Customer Service Center and speak to a representative.



Interactive TV

Chapter

7

Interacting with Your TV

Play games, shop, and get help from DISH Customer Support! Use the information in this chapter to learn about interactive services that may be available on your receiver.

7

- **DISHHOME INTERACTIVE TV**
- **CUSTOMER SUPPORT**

Chapter 7

DishHOME Interactive TV

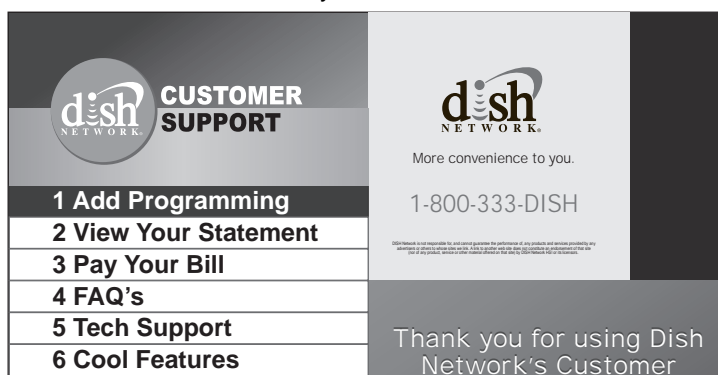
DISHHOME INTERACTIVE TV

Press the DISH button on the remote control to access Dish**HOME** Interactive TV features available with your service. Dish**HOME** lets you watch six different TV programs at once and access on-demand entertainment: games, shopping, news, sports, weather and customer service. Make sure there is an active telephone line or broadband Internet connection to your receiver. You can enjoy this feature on one TV at a time.



CUSTOMER SUPPORT

An important feature of your satellite TV receiver is Customer Support. This menu provides convenient access to your DISH account to review your statement, pay your bill, upgrade programming, and more. Make sure you connect an active telephone line to your receiver. Press the MENU button on your remote and then select Customer Support.



TIPS

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

Timers



Chapter

8

Setting Up and Using Event Timers

Have you found yourself having to make a choice between watching your favorite shows and living your life away from television? This chapter shows you how to set up reminders and to record future programs on a VCR so that you'll never miss your favorite shows.

- **TIMERS**
- **USING THE TIMERS LIST**
- **SETTING UP AN AUTOMATIC TIMER**
- **SETTING UP A MANUAL TIMER**
- **DELETING A TIMER**

Chapter 8

Timers

TIMERS

A timer is your instruction telling the satellite receiver the programs you want to view in the future. For most VCR timers, you select a specific program on a specific channel, and tell the satellite receiver how often you want to record that program. Be sure to set up the receiver to control your VCR (if the VCR is at the remote TV location, see page 96).

Timer Types

There are three types of timers:

- **VCR** — Records an event on a previously inserted tape for later viewing. Make sure you have your VCR connected and turned on when using this type of timer. Also, be sure the timer is set up on TV1, so that the receiver can tell your VCR (via an IR signal) to start/stop recording.
- **Auto Tune** — Automatically changes the channel for live viewing of the program or event.
- **Reminder** — Creates an on-screen reminder when the program or event is about to air.
- **ERD** — Records an event to an externally connected recording device, such as an ARCHOS Gen 5 device. See page 53 for instructions on how to enable this feature.

Timer Frequency

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

- **Once** — Records a program one time only (good for movies, sporting events, PPV, etc.).
- **Weekly** — Records a program once a week, at that time, on that channel. Good for series.
- **Daily** — Records a program once a day, every day, at that time, on that channel.
- **Monday-Friday** — Records a program once a day, Monday through Friday, at the selected time, on that channel. Good for daytime and late-night programming such as talk shows.

Timers List

Use the Timers List as described on page 54 to:

- View the general list of event timers.
- Create a new, manual timer.
- Edit an existing timer.

When a Timer Starts a Recording



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

- Press the CANCEL button on the remote control to clear the symbol from the TV screen. This does not affect the timer, which starts at the specified time.
- Press the INFO or SELECT button to see more information about the timer. When viewing this information, you have the following choices:
 - Select **OK** to continue with the timer.
 - Select **Stop Timer** to stop this timer.

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

When the Receiver is Off

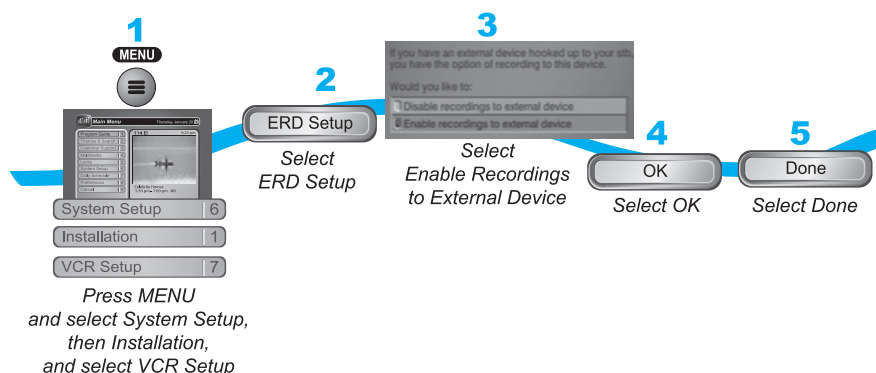
If the receiver is off (no green front-panel lights) when a timer is scheduled, the receiver will:

- **VCR** — Turn on to record the event on TV1. Make sure you have your VCR turned on and a tape inserted when using this type of timer.
- **Auto** — Turn on for the event.
- **Reminder** — Turn on at the scheduled time. After a specified period of time, if you do nothing, the receiver will turn itself back OFF.
- **Ext** — Records the event on an external recording device (ERD) connected to a USB port.

8

Enabling ERD

You can record your favorite shows on an external recording device, such as a PocketDISH or ARCHOS Gen 5 device, by using the ERD feature. Make sure the feature is enabled, as follows:



Chapter 8

Using the Timers List

Special Considerations When Using Timers

- **For Locked Programs**—You must enter the receiver password before you can create an automatic timer. It is possible to 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-message or password-entry screen.
- **For Pay-Per-View Programs**—You must order a Pay-Per-View program or event on your receiver when you create a timer for it.
- **For Blacked Out Programs**—If you set a timer for a program that is blacked out in your area, when the timer starts the receiver may display only an error message screen.

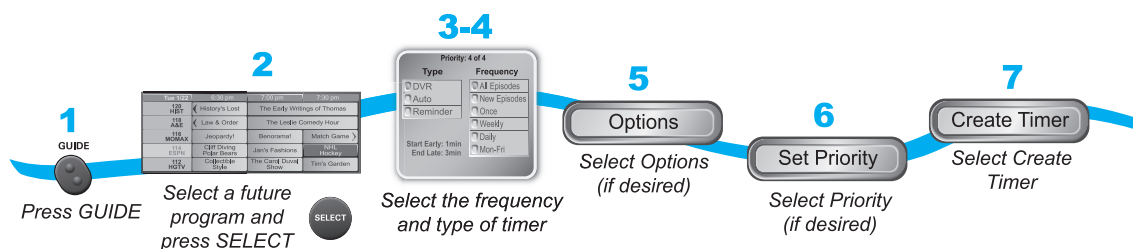
USING THE TIMERS LIST



- 1 Press the MENU button and then select **Timers** (7).
- 2 When the Timers menu screen opens, you can edit or delete the timers that you have set.

SETTING UP AN AUTOMATIC TIMER

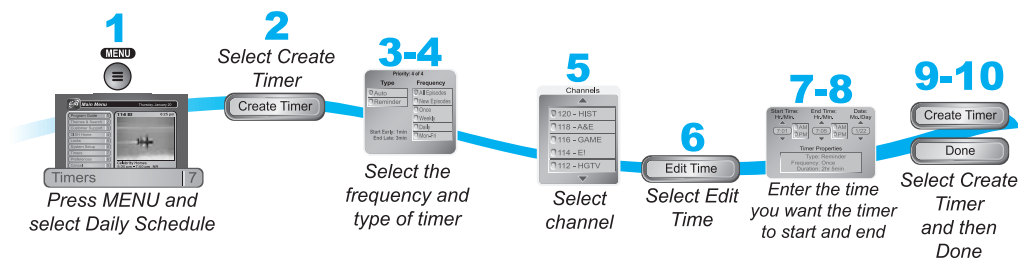
You can create an automatic timer for a future event. The following instructions explain the simplest way to set up an automatic timer.



- 1 Find the future program you want to record using the Program Guide or Browse Banner. The program can be a satellite or over-the-air TV program (see page 98 for instructions on connecting an over-the-air antenna to your receiver). Note that this feature may not work with all over-the-air channels.
- 2 Select the future event. The Create Timer screen displays.
- 3 Select the Timer Frequency (see page 52 for more details).
- 4 Select the Timer Type (see page 52 for more details).
- 5 Select **Create Timer** to finish making the new event timer.

SETTING UP A MANUAL TIMER

A manual timer lets you set custom start and stop times for a timer.



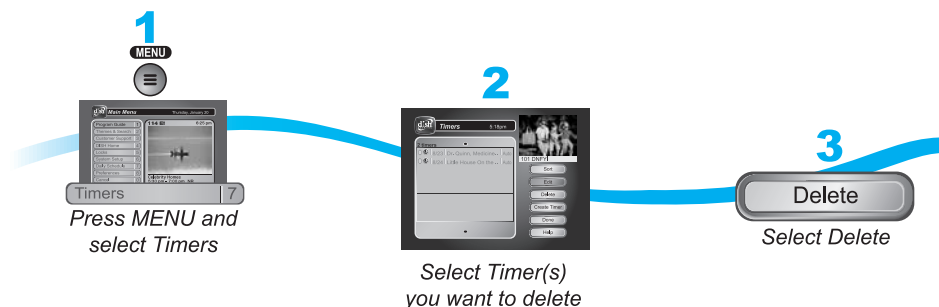
- 1 Press the MENU button and select **Timers** (7).
- 2 Select **Create Timer**.
- 3 Select the Timer Frequency (see page 52 for more details).
- 4 Select the Timer Type (see page 52 for more details).
- 5 Select the TV channel (satellite or over-the-air, if applicable). Use the UP/DOWN ARROWS, PAGE UP/DOWN, or the remote control NUMBER PAD to find the correct channel.
- 6 Select **Edit Timer**.
- 7 Set the Start Time and End Time. Include the right AM/PM indication for each.
- 8 Set the Date.
- 9 Select **Create Timer**.
- 10 When you are finished, select **Done**.

Chapter 8

Deleting a Timer

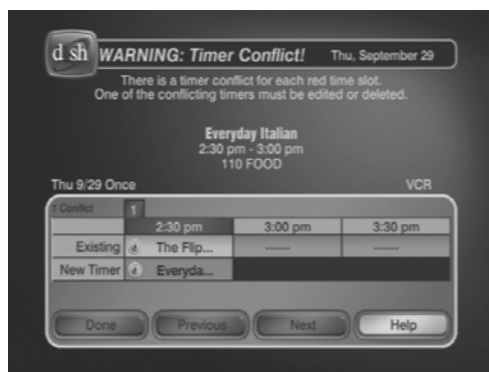
DELETING A TIMER

When you no longer need a timer, you can remove it, as shown.



OVERLAPPING TIMERS

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



TIPS

- It's very important to leave the receiver enabled to receive updates so that the receiver can have the latest software and Program Guide information. Make sure that the Updates feature is enabled as described on page 82.
- Be sure to set up the receiver to control your VCR as described on page 96.
- If your VCR does not respond to the receiver's IR commands, then see if you accidentally left the protective film on the receiver's front panel (or on your VCR).



Remote Control Setup

Chapter

9

Personalizing Your Remote Controls

Use the information in this chapter to learn more about using your new remote controls.

- **IMPROVING RECEIVER CONTROL**
- **CONTROLLING OTHER COMPONENTS**
- **THE RECOVER BUTTON**
- **SENDING DISCRETE POWER ON AND OFF**

Chapter 9

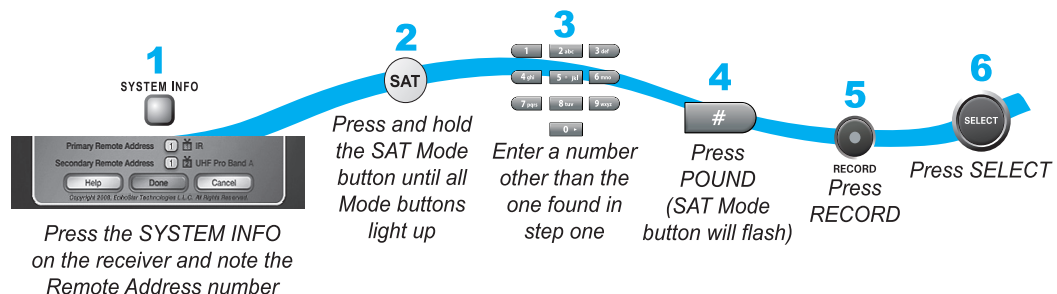
Improving Receiver Control

IMPROVING RECEIVER CONTROL

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

Changing the Address for Remote Control 2

Because UHF signals travel long 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-control address. You can also use these instructions to change the address for Remote Control 1, if needed (for example, for multiple receivers in a room).



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

Write down the Secondary Remote Address: _____

If changing the address for Remote Control 1,
then write down the Primary Remote Address here: _____

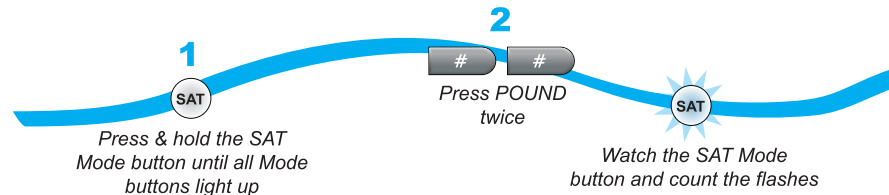
- 2 Press and hold the **SAT** mode button on your remote control for about three seconds, until all of the mode buttons light up, and then release the **SAT** button.
- 3 Use the **NUMBER PAD** to enter a number between 1 and 28, but not the one you wrote in step 1. Odd-numbered TV2 remote addresses use UHF Pro Band A; even-numbered addresses use UHF Pro Band B. If you have two UHF Pro remotes in your house, then ensure one uses an odd address and the other an even address. If you have more than two **DISH** remotes, then consult the **SYSTEM INFO** screen for each receiver and ensure that each of the **IR/UHF Pro** remotes in your house uses a unique address.
- 4 Press **POUND** (**#**). If you entered the address correctly, then **SAT** will flash three times.

Write down the number you entered: _____

- 5 Press **RECORD**. Make sure that the Remote Address you see on the System Information screen is the same as the one you entered in step 3. If it isn't, then press **RECORD** again, because the remote cannot control the receiver unless the address shown is the same.
- 6 Press the **SELECT** button to close the System Information screen.

Checking the Remote Control Address

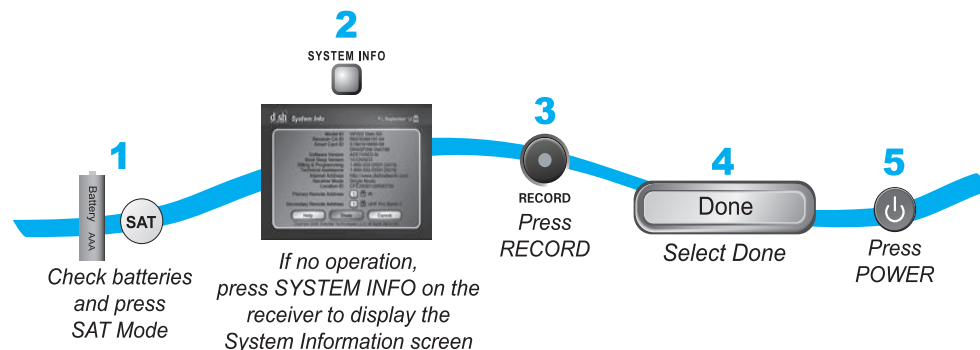
You can see what address is programmed into the remote control by completing the following instructions.



- 1 Press and hold the SAT mode button for about three seconds, until all of the mode buttons light up, and then release the SAT button.
- 2 Press POUND (#) twice. The SAT mode button will flash the same number of times as the programmed remote-address number (for example, three flashes for address 3).

Confirming Remote Control Operation

Complete the following from the nearby TV to verify the remote operates the receiver:



- 1 Make sure the remote contains fresh batteries and is in SAT mode (to verify, press the SAT Mode button and it should light for a few seconds and then dim).
- 2 Press SYSTEM INFO on the receiver front panel to display the System Information screen on the nearby TV.
- 3 Press RECORD 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 TV1 remote control for the nearby TV is IR only, unless you have received an IR/UHF Pro replacement remote control (for example, to operate a receiver installed in a closet).
 - **Remote Control 2**—The Secondary Remote Address in the System Information screen changes to match the address that is preset in your TV2 remote control.
- 4 Press the POWER button on each remote control to turn on/off the receiver.
- 5 After verifying remote operation, select **Done** to close the System Information screen.

Adjusting the Remote Antenna

Be sure to set 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 isn't working very well from far away, 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 entertainment center.
- Provide room above the receiver so that the remote control antenna can be installed straight up. If you cannot install the antenna straight up, tilt the antenna at about a 30° angle.
- Place the remote control antenna outside the entertainment center by using an optional coaxial cable to connect the antenna to the receiver.
- Try reorienting or moving the receiver to some other locations.
- Move any nearby over-the-air antennas away from the remote control antenna. Do not place an over-the-air antenna on top of your receiver.
- Install a UHF attenuator. See *Installing a UHF Attenuator* in the following section for details.

Changing the UHF Frequency Using the A/B 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 are controlling with this remote (for example, TV2 is in the same room with TV1), then you can change the setting to the IR position to lessen the likelihood of another UHF Pro remote control's signal interfering with yours. This applies to TV2 in Dual User mode. To use TV2's remote instead for TV1 in Single User mode, flip the blue 2 key over to the side with the green 1.

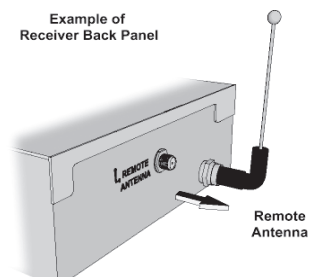
- 1 Carefully remove the battery cover from the back of the TV2 remote control.
- 2 Use a small screwdriver or a paper clip to carefully change the switch setting.
- 3 Place the battery cover back on the remote control.
- 4 Use the SYSTEM INFO button on the receiver's front panel to open the System Information screen.
- 5 Press RECORD 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**.



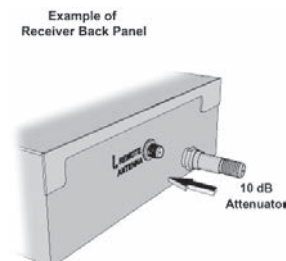
Installing a UHF Attenuator

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 consumer-electronics parts stores). Adding this attenuator will help keep out stray UHF signals, but it will also cut down how far away you are able to use the remote control.

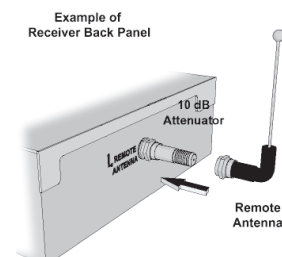
- 1 Remove the remote-control antenna from the **REMOTE ANTENNA** input jack on the receiver's back panel.



- 2 Attach a 10 dB UHF attenuator to the **REMOTE ANTENNA** input jack.



- 3 Attach the remote-control antenna to the 10 dB UHF attenuator.



CONTROLLING OTHER COMPONENTS

To use the remote to control other devices (such as a TV, a VCR or DVD player, and an audio tuner or amplifier, or a second DISH satellite receiver), you must first program it to control these other devices. You can do this by either following the instructions in *Setting Up Using Device Code Tables* on page 63, or the *Setting Up Using Device Codes Scan* procedure described on page 64.

After you have programmed your DISH remote to control your other devices (in TV, DVD, and/or AUX modes), you may find that not all of the commands used by the devices' original remote controls function as you expect. The learning function of your DISH remote control can support these commands. See the instructions on page 66.

Remote Control Modes

Use the remote control mode buttons, SAT (satellite receiver), TV (for a TV), DVD (for a DVD player or VCR), and AUX (“auxiliary,” for a second TV, DVD/VCR, radio tuner, audio amplifier, or a second DISH satellite receiver) to set the remote control to the right mode for the device. To change the mode, press the button for the device you want the remote to control. The mode button lights for two seconds to show you’ve set the remote to that device mode. If the mode button you want does not light, but the SAT mode button does, your remote control may be set to operate in Limited Mode (see the following section).

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 DVD and/or AUX devices) in Limited Mode, you will only be able to use the POWER and DVD/VCR function buttons.

Turning Limited Mode On and Off

The section *Setting Up Using Device Code Tables* has a step that tells the remote control to go into Limited Mode. You can use this feature to limit the functions of a TV or a VCR that you control with the remote in TV, DVD/VCR, or AUX device mode. Here’s a simple way to turn Limited Mode on and off at any time:

- 1 Press and hold the device mode button (for example, TV) for about three seconds until all of the mode buttons light, and then release the mode button.
- 2 Press one of the following remote buttons:
 - PAGE UP to turn Limited Mode on.
 - PAGE DOWN to turn Limited Mode off.
- 3 Press the POUND (#) button.

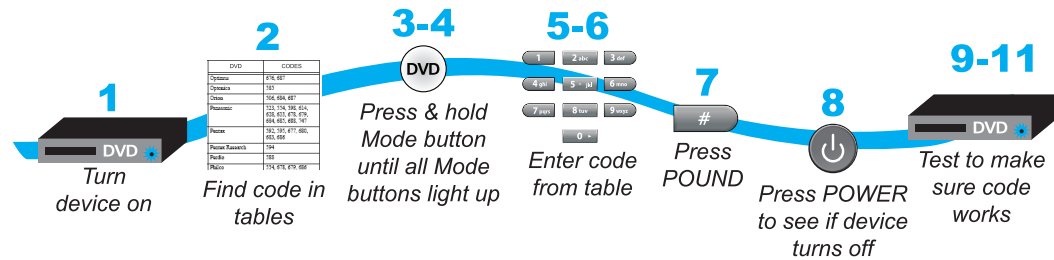
Note: Limited Mode is not used with audio amplifiers programmed on the AUX button.

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, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using codes 622 and 815, follow the instructions to program the remote to control the TV using code 622, and then repeat the instructions for programming to control the VCR using code 815.

Setting Up Using Device Code Tables

Set up the remote to control other devices using the device codes listed on page 118. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.



Instructions

Additional Information

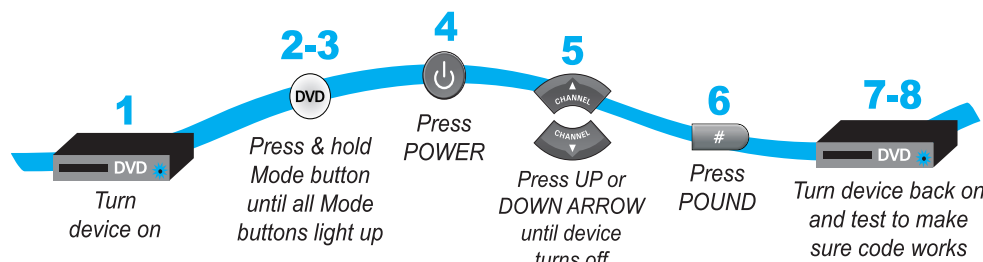
- 1 Turn the device on.
Use the device's front-panel buttons or its original remote control.
- 2 Find the brand name of the device in the device code lists included with remotes.
If your device brand isn't listed, then see *Setting Up Using Device Codes Scan* on page 64.
- 3 Press and hold the mode button until all the mode buttons light up, and then release the device mode button. The button flashes.
For example, for a TV, hold the TV mode button until all of the other device mode buttons light. When you let go of it, the TV mode button will start flashing.
- 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, then skip to step 5.
- 5 Enter one of the three-digit device codes from the list using the number buttons.
The three-digit device code is for the brand name of your device that you found listed in step 2.
- 6 If you want to program Limited Mode, then press 1. If not, then skip to step 7.
See Limited Mode on page 62 for more information.
- 7 Press POUND (#).
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, skip to step 10.
If the selected code works, 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 remote buttons, 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, then repeat steps 3 through 9 with another device code from the tables.
Try every code listed for your device brand until one works for your device.
- 11 If you can't find a code that works, then try the section, *Setting Up Using Device Codes Scan*, that follows.

Chapter 9

Controlling Other Components

Setting Up Using Device Codes Scan

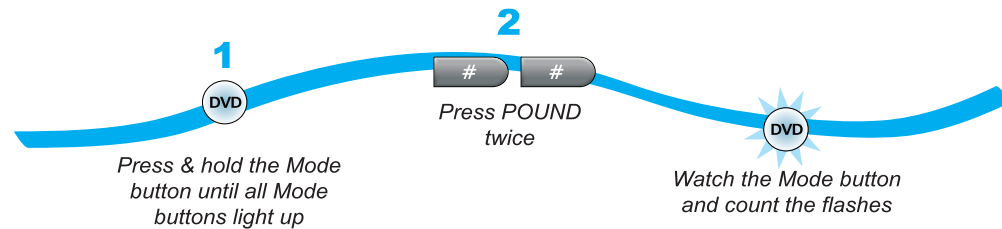
If the code for your device is not listed in the tables starting on page 119 or if you could not find a code that worked for your device, use this procedure to scan the remote control's entire memory for the device code. In the instructions below, the column on the left contains the instructions and 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 original remote control.
2 Press and hold the mode button until all the mode buttons light up, and then release the device mode button. The button flashes.	For example, for a TV, hold the TV mode button until all of the other device mode buttons light. When you let go of it, the TV mode button will start flashing.
3 <i>For AUX mode only.</i> Press 0 for TV, 1 for VCR, or 2 for a 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 a device in AUX mode, skip to step 4.
4 Press the remote's POWER button.	This puts your remote control in code scan mode.
5 Press the UP ARROW slowly and repeatedly until your device turns off. You can press the DOWN ARROW to go back and repeat the last code tested. When a code turns of your device, go to Step 6.	As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off your device. When your device turns off, you have found a code that might work. Note: The mode button for the device will flash rapidly eight times when you have scanned all the available codes in memory for that device type.
6 Press the remote's POUND (#) button.	The device mode button flashes three times if you have entered the code correctly, and stores the code that you found.
7 Turn the device back on and try some other buttons to make sure that they work also.	Sometimes POWER works for a device when other buttons do not. If using Limited Mode, then also try the remote's VOLUME or MUTE button(s).
8 If necessary, then repeat this procedure until you've tried all available codes listed for your device. Stop when you have found the best code for your device.	You may need to repeat the device-code scan to find the best code for your device. Note: This process could take a long time, because of this remote'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 or VCR, and AUX).



Instructions

- 1 Press and hold the device mode button until all the other mode buttons light up, and then release the button. The mode button flashes.
- 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 groups of flashes. A quick (half) flash is for zero.

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

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

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.

Additional Information

For example, hold TV until all of the other mode buttons light. When you let go, TV will flash.

For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

For example, if the receiver address is 3, the AUX mode button flashes three times.

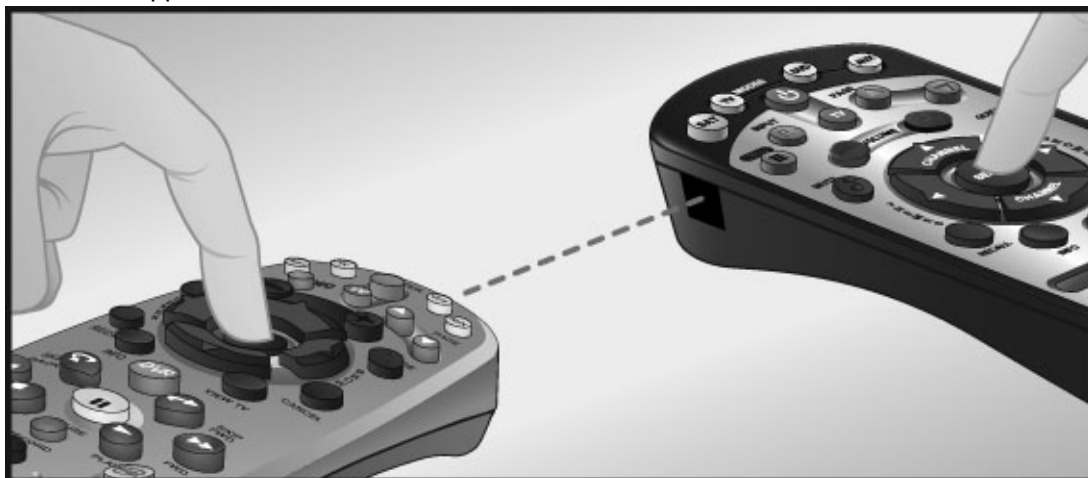
For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, flashes once quickly, and then flashes once (indicating it is in Limited Mode).

Chapter 9

Controlling Other Components

Setting Up by Learning from Another Remote

After you have programmed your DISH remote to control your devices (in TV, DVD/VCR, or AUX modes), you may find that not all of the commands used by the devices' original remote controls function as you expect. The learning function of your DISH remote control can support these commands.



The remote control can learn commands in two ways:

- 1 You can follow the instructions for using device codes to program a specific mode, and then learn commands that add new or overwrite existing functions of the remote control's buttons in this mode. For this type of learning, any button without a learned command keeps the button's existing function (if any, in that mode) for that particular device code.
- 2 Each button on this remote learns a command from the equipment's original remote control. For this type of learning, any button without a learned command will have no function for that device.

To “teach” your DISH remote control specific commands for your devices, complete the following:

Instructions	Additional Information
1 Ensure your DISH remote control is programmed with the desired address.	See “Checking the Remote Control Address” on page 59.
2 Place both your DISH remote and the original equipment's remote control on a flat, stable surface.	Holding either remote control in your hand may cause learning to fail.

- 3 On the DISH remote, press and hold the mode button for your equipment for about three seconds until all the mode buttons light up, and then release it.

Your selected mode button will blink. For example, if you want to program TV mode on the DISH remote to control your TV, hold the TV button down for three seconds.
- 4 To start learning commands for this mode:
 - If you've found a code for that device, first program the code. Now press and release RECALL, then press and hold RECORD for about three seconds.
 - If you have not programmed a code for that device, press and hold RECORD for three seconds.

To find and program the device code, use the instructions for Setting Up Using Device Code Tables or Setting Up Using Device Codes Scan.

The mode button that you selected in step 3 should remain lit while learning. If the light goes out, start over the learning process with step 3.
- 5 Point the front of the original device remote to face the small square (IR window) on the top, left-hand side of the DISH remote, as shown on page 66.

Both the DISH remote and the original device's remote control should remain on a flat, stable surface for the duration of the learning process.
- 6 On the DISH remote control, press the button you want to teach.

Your DISH remote control must learn commands one button at a time.
- 7 On the original device's remote control, press and hold the button you want learned.

You may need to try pressing the button on the original device's remote several times for the DISH remote to learn the command.

 - If the DISH remote learns the command, the mode light blinks off and then back on.
 - If the mode light blinks three times or remains lit, the DISH remote did not learn the command.
- 8 After a button has learned a command successfully, repeat step 6 and step 7 until all commands you want have been learned.

If the DISH remote control times out while learning commands, the mode light will go out, and then you must start over with step 3.

Chapter 9

Controlling Other Components

9 To complete the learning sequence:

- Press the mode button on the DISH remote control. 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 and returns to normal operation.

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

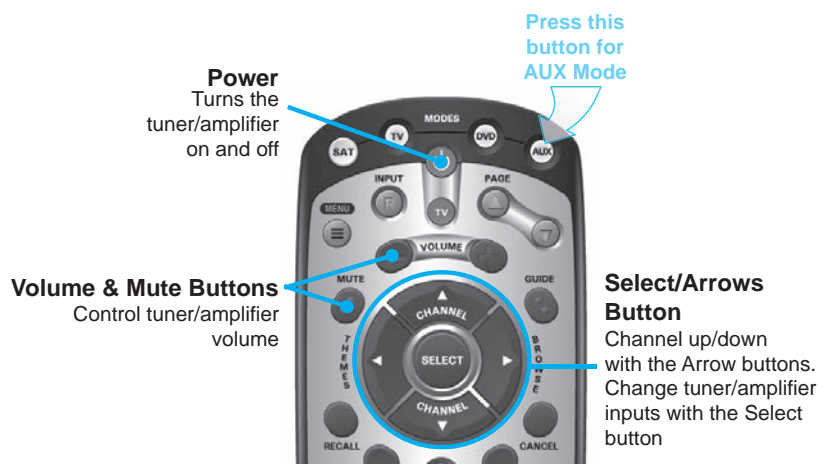
The learning sequence also ends if the remote:

- Runs out of memory for more learned commands. It saves the commands you have learned for equipment in this mode, exits learning and returns to normal remote control operation. Then the DISH remote cannot learn additional commands.
- Batteries are too low for learning. All the mode buttons will blink quickly eight times. Learning ends, in this case, **with no learned commands saved**, and the DISH remote control returns to normal operation. Change the batteries (see instructions on page 15).

Controlling a Tuner/Amplifier

Use the following remote-control buttons to control a tuner or amplifier. When the remote control is set up as described on pages 61 and 66, press the AUX 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.

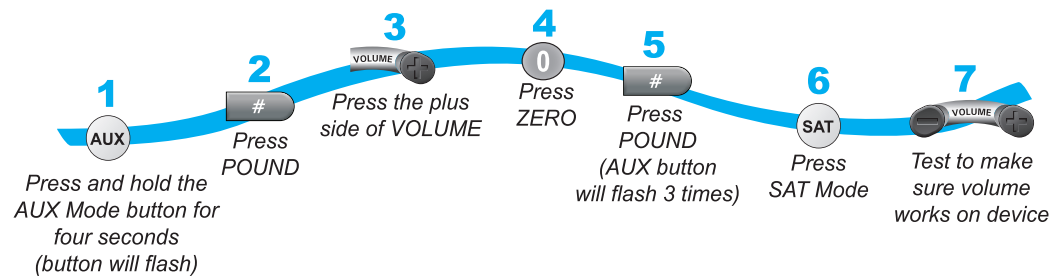
To use the features described in this section, make sure you are in AUX mode by pressing the AUX Mode button.



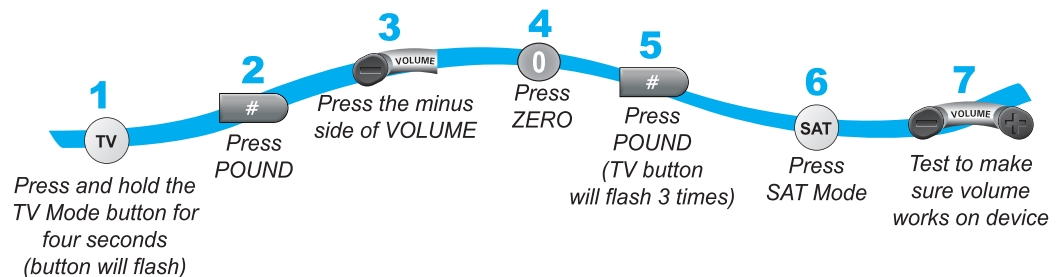
Switching Between TV and AUX Volume Adjustment

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

To set the remote to control the AUX device's volume (steps 1-5 set up the remote and steps 6-7 make sure the remote functions correctly):



To set the remote back to control the TV volume (steps 1-5 set up the remote and steps 6-7 make sure the remote functions correctly):



Programming to Control a Second Satellite Receiver

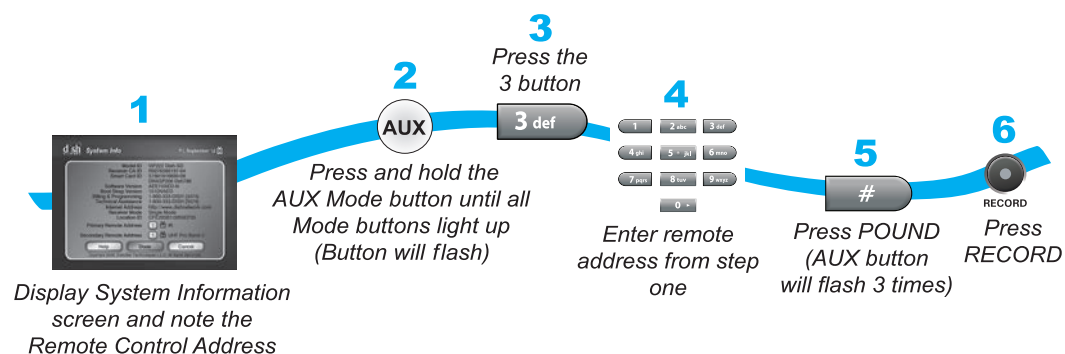
If you have another DISH satellite receiver installed, you can use the new DISH remote in AUX mode to control it along with your new receiver. When you program the remote to control this other receiver, the remote will send out IR and UHF (but *not* UHF Pro) signals to the receiver. You can program the remote to control any other DISH satellite receiver, *except* for the following:

- TV2 on DISH 322, ViP222, ViP622 DVR, DISH Player-DVR 522, 625 and 942
- DishPlayer 7100/7200

Perform the following tasks to program the remote to control a second satellite receiver in AUX device mode:

Chapter 9

The Recover Button



- 1 Turn on the other receiver and press the SYSTEM INFO button to display the System Info screen.
Write the address: _____
- 2 Press and hold the AUX mode button on the remote until all the other device mode buttons light up, and then release the button. The AUX mode button flashes.
- 3 Press the 3 button on the remote's NUMBER PAD.
- 4 Use the NUMBER PAD to enter the address you wrote down in step 1.
- 5 Press the remote's POUND (#) button. The AUX mode button flashes three times.
- 6 Press the remote's RECORD button and ensure that the address you programmed for the remote matches the address displayed on the receiver's System Information screen.

THE RECOVER BUTTON

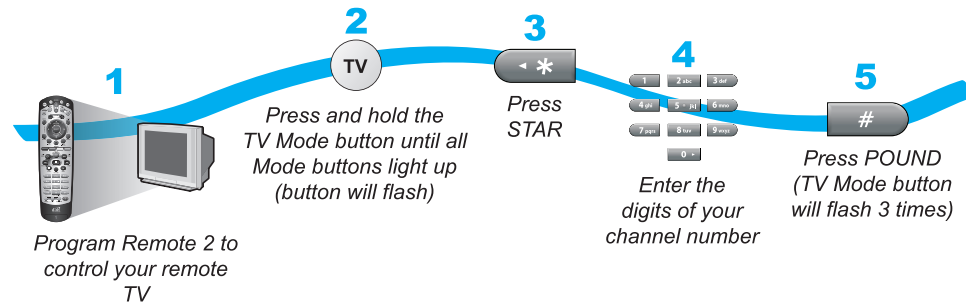
Use RECOVER if you suddenly have a snowy, all-blue, or black screen on your TV and cannot get the picture back from your satellite receiver. When you press RECOVER as described below, the remote control sends commands to your TV to change channels or video inputs to get back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover a lost satellite signal (See *Troubleshooting* on page 106 for information on solving problems).

Note 1: The remote must be programmed to control the TV (and VCR, if applicable) for RECOVER to work as described.

Note 2: RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of the RECOVER button. You may need to press RECOVER up to 30 times to recover satellite TV video. If RECOVER is programmed to a specific channel (see page 71), the pressing the RECOVER button will tune the TV only to the specific channel (for example, to channel 60 if you programmed 060 as the channel).

Programming the Recover Button for Remote Control 2

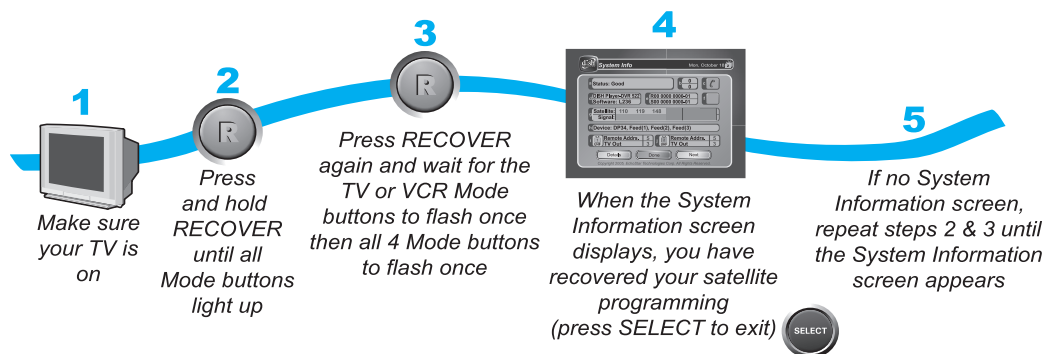
When your Remote Control 2 is shipped from the factory, RECOVER is set up to restore satellite TV viewing by tuning your TV (or VCR, if programmed) to channel 3, 4, and other inputs. However, to use RECOVER with your remote TV(s) or VCR, you need to program RECOVER with the specific channel (for example, channel 60) that you use to watch TV2-output programming. The following instructions describe how to program the RECOVER button to tune your remote TV(s), or VCR if applicable, back to the specified channel.



Using the Recover Button

The following setup is required to use RECOVER:

- The remote control must be set up to control the TV and, if one is installed, the VCR.
- If a VCR is installed for TV2, make sure that it is connected as shown on page 96.
- On a remote TV, the RECOVER button must be programmed to tune your remote TV to the specific channel to receive TV2-output programming (for example, channel 60), using the instructions on page 71.



Note 1: Press any remote-control button other than RECOVER to end this procedure.

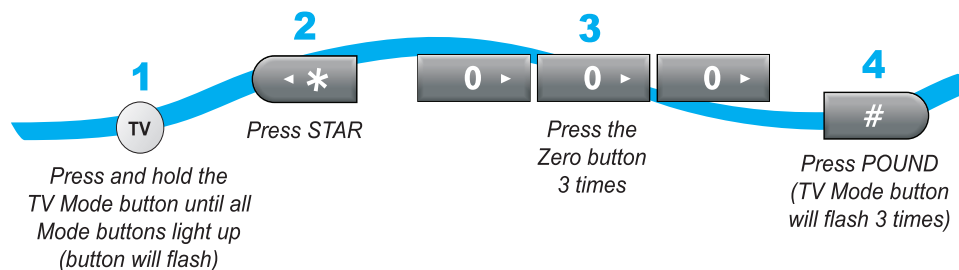
Note 2: If RECOVER is not programmed to a specific channel, then RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of the RECOVER button. You may need to press RECOVER up to 30 times to recover your satellite TV video. If RECOVER is programmed to a specific channel (see page 71), pressing RECOVER will tune the TV to the specific channel (for example, channel 060).

Chapter 9

Sending Discrete Power On and Off

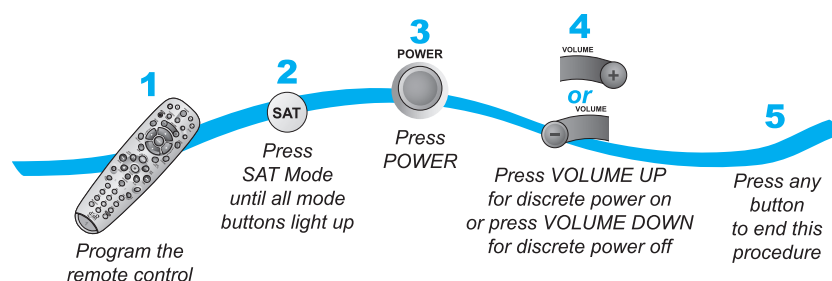
Removing the Recover Button Channel Programming

The following instructions describe how to reset RECOVER to restore satellite TV viewing by tuning your TV(s), or VCR if one is installed, to channel 3, 4, and then other inputs.



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 remote command is more effective than a toggle on/off command when trying to make sure the satellite receiver is reliably in one state or the other. To use discrete power commands, complete the following tasks:





TIPS

- If using a specific channel for TV2 (for example, channel 60), TV2's remote control must be programmed with a TV2 channel/input before you can use RECOVER.
- Place the channel sticker on the remote TV and write down the channel you use to watch DISH programming. The stickers are inside the front cover of this guide.
- If you don't want to accidentally change channels on your TV or VCR, then try programming the remote control in Limited Mode as described on page 62.
- Make sure you have a UHF remote-control antenna connected to the receiver's back-panel input jack so you can use Remote Control 2. See page 15 for instructions.



QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
 - Ensure you have the remote control in the correct device mode (page 62).
 - Check the batteries in the remote control (page 15).
 - Verify the remote control address (pages 59 and 65).
 - Check the UHF remote-control antenna is correctly installed (page 15).
 - Adjust the position of the UHF remote antenna for improved reception (page 60).
- **Why does my receiver change channels or display menus at random?** Your neighbor may have their remote control set on the same address. Change the address on your remote control and receiver as described on page 58. If that doesn't help, then you may have to install a UHF 10dB attenuator, as described on page 61.

Chapter 9

Questions

Notes



Receiver Customization

Chapter

10

Personalizing Your Satellite Receiver

Take a look through this chapter and you'll find out how to change settings on the receiver to make it operate just the way you like. As an added bonus, if you find out that you don't like how it turned out, you can reset the receiver to the way it was when you first got it.

Here's what's in this chapter:

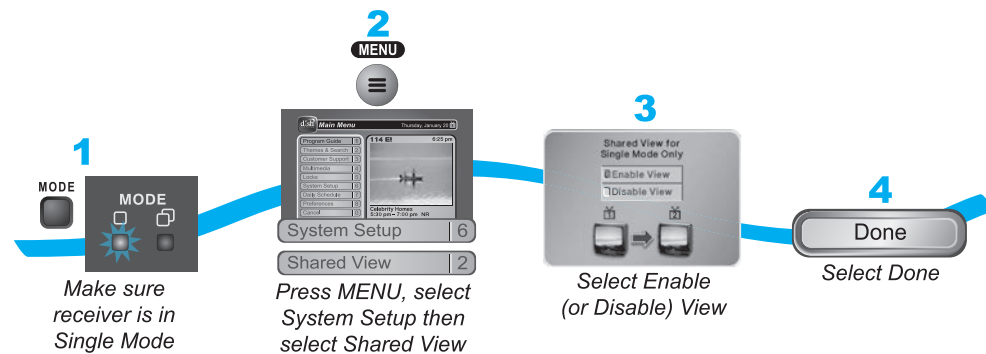
- **USING SHARED VIEW**
- **MODULATOR SETUP**
- **USING CALLER ID**
- **CHANGING LANGUAGES**
- **USING CLOSED CAPTIONING**
- **USING DOLBY® DIGITAL AUDIO OUTPUT**
- **CHANGING THE PROGRAM GUIDE ORDER**
- **CHANGING THE GUIDE DISPLAY**
- **RESETTING TO FACTORY DEFAULTS**
- **SCHEDULING RECEIVER UPDATES**
- **INACTIVITY STANDBY**

Chapter 10

Using Shared View

USING SHARED VIEW

Shared View is a feature of Single Mode that lets you activate the TV2 audio and video outputs to display the same programming as the TV1 outputs. While using this feature, both the 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 in Single Mode.



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

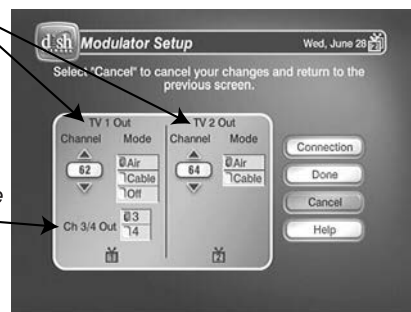
Note 2: If you do not want to display programming on any other TV besides TV1 and you do not want Remote Control 2 to control the receiver, then select **Disable View**. After you select **Done**, TV2 will show a message on screen that says Shared View is currently disabled.

MODULATOR SETUP

If you have both TV1 and TV2 connected to the receiver with coaxial cables (see page 90), you can decide which channel you'd like to use to view programming from DISH. If you have the system locked, then you'll have to enter the password to enable TV1's Modulator output on this screen. **Important:** Make sure your TV can tune to the channel you pick before you change the setting on this screen.

*Set the channel and mode for TV1 and TV2.
If the system is locked, you'll be prompted to enter your password.*

Set the channel and mode for TV1 if you use coaxial connection CH 3-4.

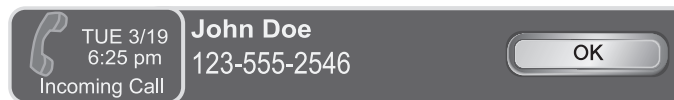


USING CALLER ID

Caller ID displays on your TV the names of people and/or telephone numbers as they call you if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a telephone line connected to the receiver and that the Caller ID feature is supported by your phone provider.

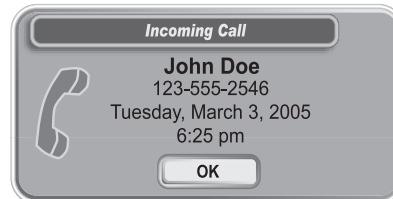
Caller ID Screens

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



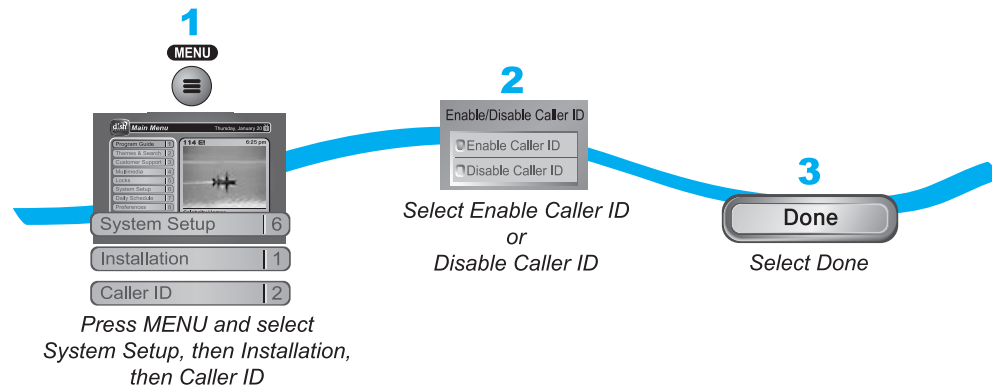
You can select **OK** to eliminate the message. If you do nothing, the message screen will timeout and disappear after 20 seconds.

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



Setting Up Caller ID Display

Use these instructions to enable or disable the on-screen display of Caller ID information.

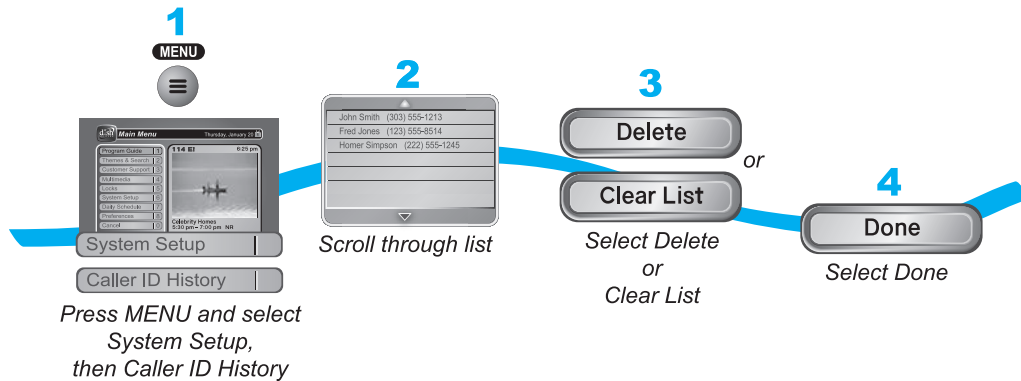


Chapter 10

Changing Languages

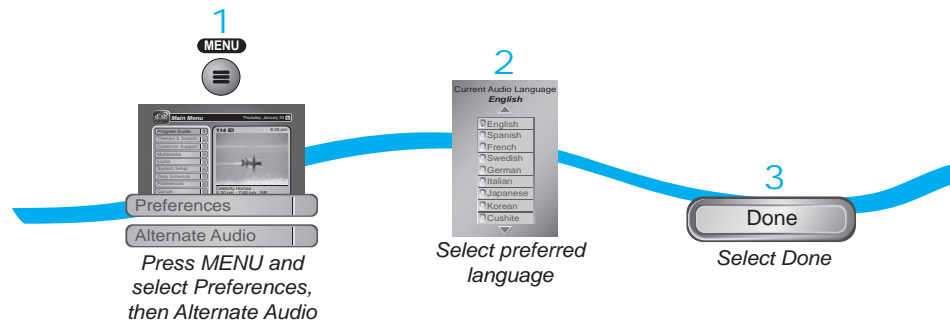
Using Caller ID History

Use the following instructions to view and delete numbers from the Caller ID History list.



CHANGING LANGUAGES

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



USING CLOSED CAPTIONING

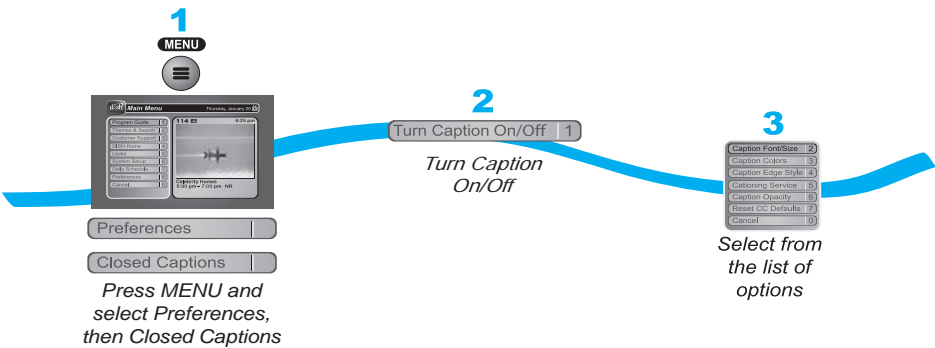
The receiver has many options for Closed Captioning (CC), which allow you to change the feature to suit your needs.

Use the following questions and table to determine if CC is available at your TV location:

- Are you watching SD or HD programming?
- Are you in Single or Dual Mode? Refer to page 13 for information on switching modes.
- Are you watching TV1 or TV2 output?

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 CC information.



Choose the display options that match your preference, and then select **Done**.

- Caption Font/Size:** Select a comfortable font and size. for reading the captions
- Caption Colors:** Sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy for you to see.
- Caption Edge Style:** Sets the edge style of the CC available text.
- Captioning Service:** Selects the service that you want to use.
- Caption Opacity:** Choose from the following options: **Provider**, **Transparent** (see-through), **Translucent** (semi-see-through), **Solid**, and **Flashing**.
- Reset CC Defaults:** Reset all closed captions settings to their factory default settings.

Chapter 10

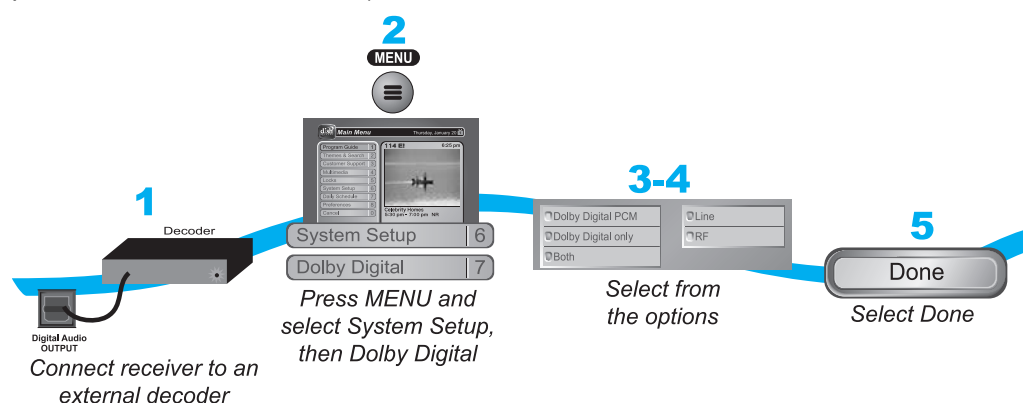
Using Dolby® Digital Audio Output

USING DOLBY® DIGITAL AUDIO OUTPUT

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

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

The 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 Only:** Select this option if the stereo system or amplifier can decode only Dolby Digital and will not process Linear PCM signals. See your amplifier owner's manual for more details on its decoding (and see the following table).
- **PCM Only:** Select this option only if the audio system or amplifier cannot decode Dolby Digital audio signals.
- **Dolby Digital/PCM:** Select this option only if the audio system or amplifier can decode both Dolby Digital and Linear PCM audio signals. This is the default output option.

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

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

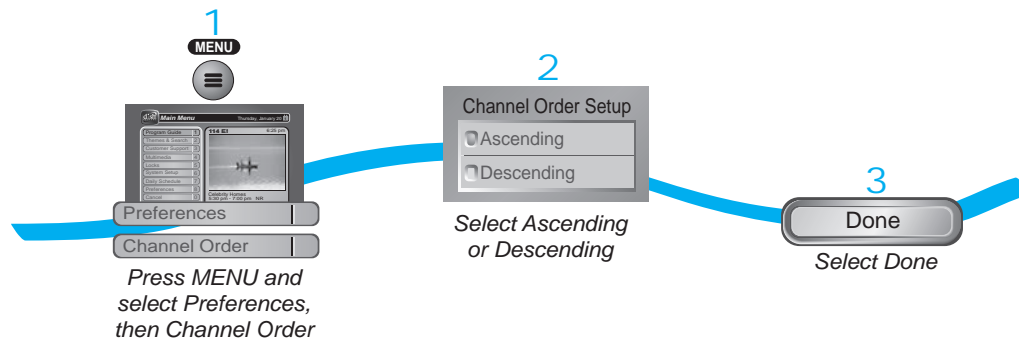
Note: When both audio signals are present in the program, the receiver always defaults to using Dolby Digital output unless you have selected PCM Only in the Audio Output menu.

- **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.

CHANGING THE PROGRAM GUIDE ORDER

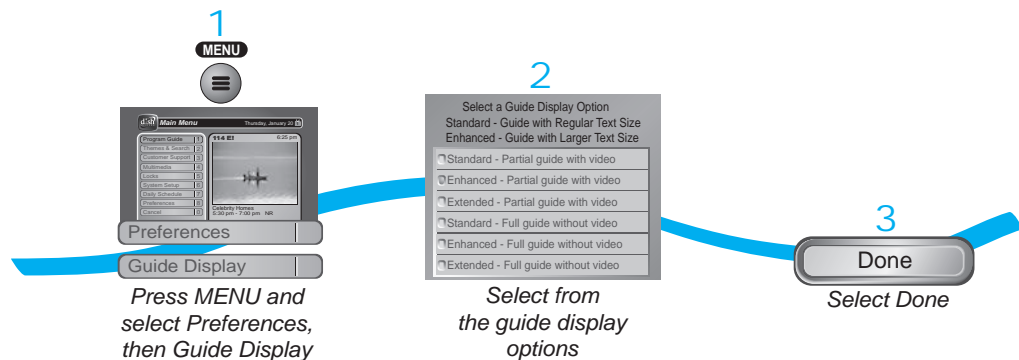
You can set up the Program Guide to list channels in descending order, with the highest channel number at the bottom, or in ascending order, with the highest channel number at the top of the list.

Note: If you do not set ascending channel order, then the Program Guide, by default, lists the channels in descending order.



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 that the Program Guide displays on your screen.



- **Standard—Partial Guide with Video.** This option is preset, by default, when you first set up the receiver. The Program Guide displays video in the upper right corner and 1.5 hours of schedule per page.
- **Enhanced—Partial Guide with Video.** Choose this option if you'd like larger text on your Program Guide. The Program Guide displays video in the upper right corner and one hour of schedule per page.
- **Extended—Partial Guide with Video.** Choose this option if you'd like to see video in the upper right corner and three hours worth of schedule per page of the Program Guide.

Chapter 10

Resetting to Factory Defaults

- **Standard—Full Guide without Video.** Choose this option if you'd like to see more channels per page of the Program Guide.
- **Enhanced—Full Guide without Video.** Choose this option if you'd like to see more channels per page in large text of the Program Guide.
- **Extended—Full Guide without Video.** Choose this option if you'd like to see more channels and three hours of schedule per page of the Program Guide.

RESETTING TO FACTORY DEFAULTS

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

You cannot reset the receiver to default settings to discard a password you have forgotten. No one but an authorized DISH Customer Service Representative can reset the receiver to bypass a receiver lock.

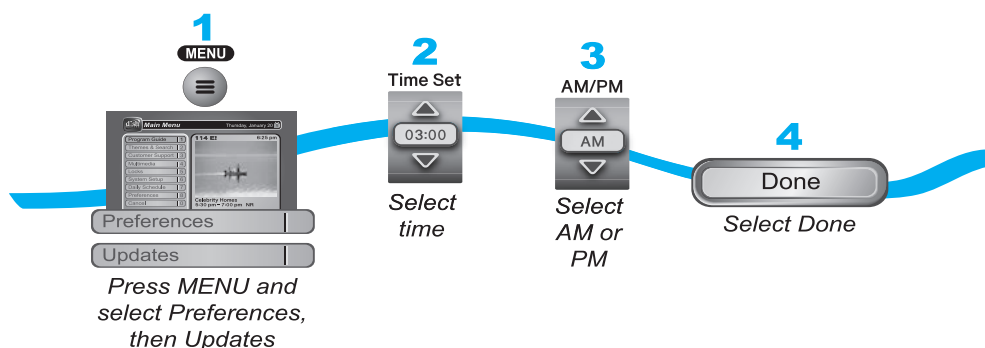
- 1 Press the MENU button, select **System Setup**, and then **Factory Defaults**. The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.
- 2 Select **Yes**.

Favorites Lists other than All Chan, All Sub, and All HD will be deleted after the receiver is reset, such as during Updates. To delete them immediately, reset your receiver now.

SCHEDULING RECEIVER UPDATES

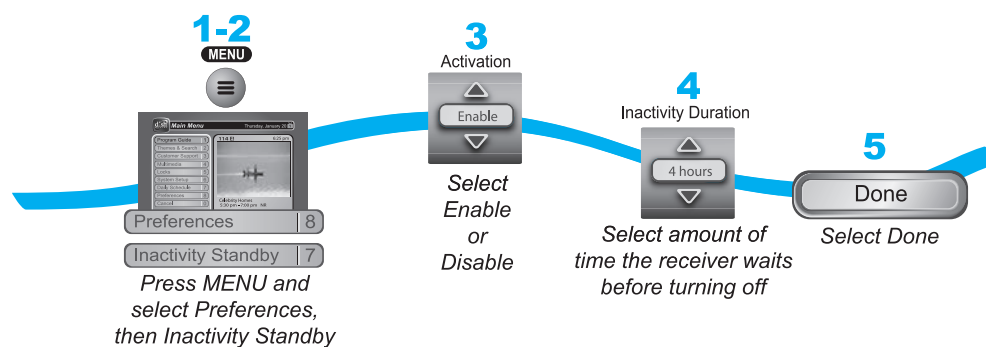
The receiver comes scheduled to update the Program Guide at 3:00 AM every day. This section describes how to change the Updates settings. Keep this feature enabled so that your timers remain current.

Note: This feature does not interfere with any scheduled timers..



INACTIVITY STANDBY

If your receiver is on for a preset period of time without any activity (for example, no channel changes), then the Inactivity Standby feature turns off the receiver (the front panel light goes out) so that you'll always have the latest Program Guide information. Enabling this feature, which is highly recommended, also improves the reliability of your receiver. To change the settings for this feature, complete the following:



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

- 1 Press the **MENU** button.
- 2 Select **Preferences**, and then **Inactivity Standby**.
- 3 Highlight **Activation** and use the UP and DOWN ARROW buttons to switch between **Enabled** and **Disabled**.
- 4 Highlight **Inactivity Duration** and use the UP and DOWN ARROW buttons to select the amount of time the receiver waits before turning off.
- 5 Select **Done**.

Note: Select **Defaults** to reset any changes you have made to this feature.



TIPS

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


Chapter 10

Questions



QUESTIONS

- **How can I see who has called me in the past?** Access your Caller ID History by pressing the MENU button, selecting **System Setup** and then **Caller ID History**.
- **Why is my audio in another language?** You may have selected an alternate language. See the instructions on page 78 to change your preferred language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest to highest) or descending order (highest to lowest) by following the instructions on page 81.



Connections and Setup

Chapter 11

How to Connect Your Satellite System

Do you have a handful of cables and a head full of questions? In this chapter, you'll find out how to connect the satellite system to all kinds of equipment. You'll find this chapter particularly helpful if you decide to move your receiver or if you get a new TV or VCR.

- **CONNECTING TO THE NEARBY TV (TV1)**
- **CONNECTING TO THE REMOTE TVs (TV1 OR TV2)**
- **CONNECTING TO YOUR DISH ANTENNA**
- **CONNECTING THE PHONE LINE**
- **CONNECTING TO A BROADBAND NETWORK**
- **CONNECTING A VCR TO THE REMOTE TV**
- **CONNECTING USING DISHCOMM**
- **CONNECTING AN OVER-THE-AIR ANTENNA**
- **USING TROUBLESHOOTING TOOLS**

Chapter 11

Connecting to the Nearby TV (TV1)

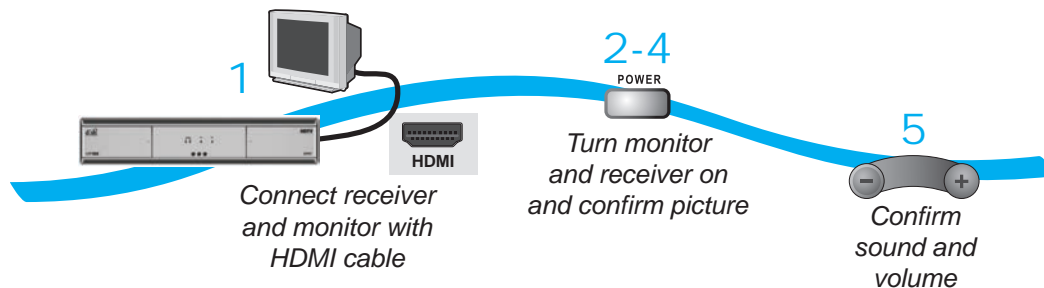
CONNECTING TO THE NEARBY TV (TV1)

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

Note: If you would like to put the receiver in a remote location (closet, cabinet, etc.), be sure to get the replacement remote control that uses UHF Pro signals to control TV1. Call your DISH retailer or visit the www.mydish.com website, select Upgrades, and then Remotes & Accessories.

HDMI Connections

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



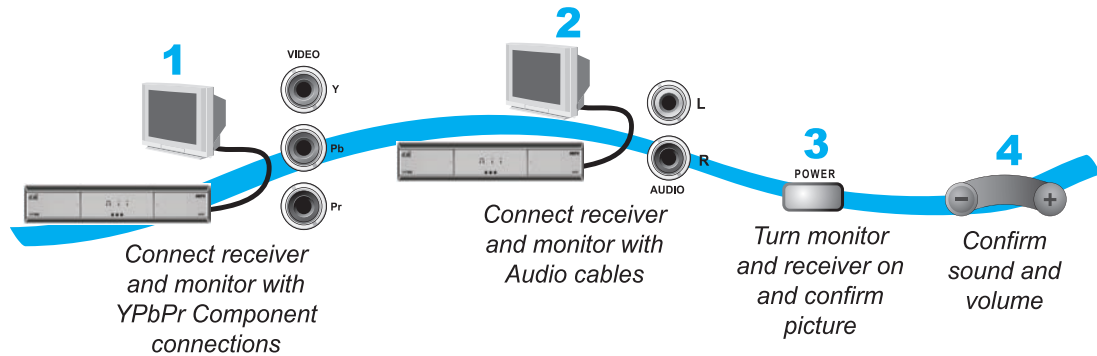
- 1 Connect an HDMI cable between the receiver and HDTV set or monitor.
- 2 Turn on your receiver and TV using their front-panel controls.
- 3 Confirm that you are seeing a picture from the receiver. Consult your HDTV user's guide if you need to change your HDTV source or input setting to display from the HDMI input.
- 4 If you do not see a picture, see *No Picture on the nearby TV* on page 87. Refer to *Setting Up to Display in HD* on page 88.

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 may require that you select a different format to display from the receiver during setup.

- 5 Turn up the volume on your HDTV and confirm you hear sound. If you don't hear any sound, then your system may require you to connect audio (red and white) RCA-type cables between the receiver Audio Outputs and TV's audio input connections.

YPbPr Connections

The YPbPr connections provide high-quality video to your HDTV or HD monitor.



- 1** Connect between the YPbPr component output jacks on the receiver and the component video inputs on the nearby TV using component video (usually red/green/blue) 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, then change the resolution setting on the receiver as described on page 88.
- 4** Turn up the volume on your HDTV and confirm that you hear sound. If you don't hear any sound, then check the RCA-type audio connections.

No Picture on the Nearby TV

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

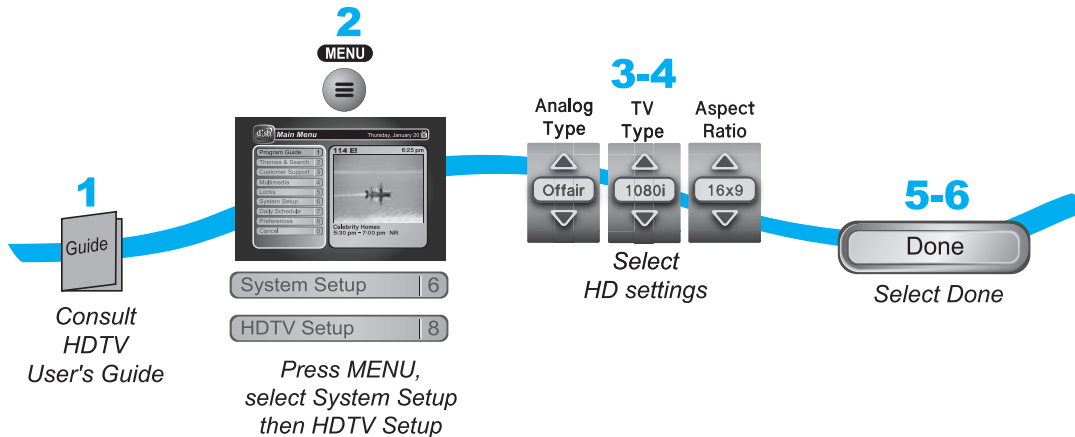
- 1** Connect RCA-type cable connections between the receiver TV1 Out and the nearby TV.
- 2** Make sure the receiver and nearby TV are on.
- 3** Make sure the nearby TV is set to use the RCA-type inputs. Examine the jack panel of your HDTV (on the back or side, as applicable) and consult your HDTV user's guide.
- 4** Change the HDTV settings as described on page 88.
- 5** Switch to the nearby TV to display from the HD inputs you selected in the preceding sections. If you see a picture from TV1 output(s), then you are finished with setup.
- 6** Repeat steps 4 and 5 until the nearby TV displays video from the receiver.

Chapter 11

Connecting to the Nearby TV (TV1)

Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH programming, you will be able to receive HD programs to watch. Use the following steps to select the desired HDTV format.



- 1 Consult your HDTV user's guide for the HD format resolution that the TV supports (1080i or 720p).
- 2 Press the MENU button, select **System Setup** (6), and then **HDTV Setup** (8) to open the receiver HDTV Setup menu screen.
- 3 Select the HD format settings (Analog Type and TV Type) that matches the format that your TV supports.
- 4 While accessing this menu, select the Aspect Ratio option that matches that of your TV screen:
 - 16x9 is the setting for wide-screen HDTV displays.
 - 4x3 #1 is the setting to use on a 4x3 TV which uses vertical compression. When fed with a 16x9 program, a TV compatible with this setting automatically makes the picture letterbox format (black bars top and bottom), to preserve the correct horizontal and vertical proportions.
 - 4x3 #2 is the setting to use on a 4x3 TV which does NOT have internal vertical compression. When fed with a 16x9 program, a TV compatible with this setting will not show any black bars at the top and bottom, but the picture will probably appear tall and skinny on the screen.
- 5 Then select **Done**.
- 6 If required, set up the HDTV to display in the format you desire. Some HDTVs will automatically adjust to the resolution setting of the receiver, by default.

CH 3-4 Out

Use these instructions if you'd like to connect your receiver to an SD television.

- 1 Connect a coaxial cable from the CH 3-4 output on the receiver to the nearby TV's tuner input jack.
- 2 Place the white CH 3-4 sticker on the cable near where the cable connects to the receiver (the stickers are inside the front cover of this guide).
- 3 Plug in the power cord for the receiver.
- 4 Turn on the receiver by pressing the front-panel POWER button and then make sure the TV1 indicator is lit.
- 5 Turn on the nearby TV.
- 6 Tune the TV to channel 3. Confirm that you are seeing a picture from the receiver.
- 7 If you do not see video of the Point Dish screen, tune the TV to channel 4.

Note: If you want to change the channel that the CH 3-4 jack provides to your TV, see *Modulator Setup* on page 76.

- 8 Place one of the channel stickers (3 or 4) near or on your TV. The stickers are located inside the front cover of this guide.

CONNECTING TO THE REMOTE TVs (TV1 or TV2)

This section describes how to connect the receiver's **HOME DISTRIBUTION** output to the cable-ready remote TV located in another room away from the receiver. You can use these instructions to connect TVs in your house to see programming from TV1 or TV2. This installation uses your in-home cable system. If your house does not have built-in cabling, it will be necessary to run cables from the receiver to each remote TV. Due to the difficulty of this installation, you should consider having this professionally installed. Call your DISH retailer or the Customer Service Center 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 that uses UHF Pro signals instead of IR. Call your DISH retailer or visit the www.mydish.com website, select Upgrades, and then Remotes & Accessories.

Chapter 11

Connecting to the Remote TVs (TV1 or TV2)

Connecting Other TV(s) (TV1 or TV2)

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

When connecting to the **HOME DISTRIBUTION** coaxial jack, you must meet the FCC requirements in the Appendix. To meet these requirements, your receiver includes a software-based attenuator:

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



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



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 (OTA) 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 from the receiver. See your TV user's guide for instructions.

- 1 Connect the tuner input of the remote TV(s) in other rooms to an existing wall cable outlet using a coaxial cable.
- 2 Turn on every remote TV connected to the in-home cabling system.
- 3 Find three channels next to each other on one of your remote TV(s) that do not pick up any signals from 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 below for cable channels. Make sure these three channels on other remote TV(s) also do not pick up broadcasts.
 - **Air Mode**—Select a channel between 21 and 69 if your TV(s) will be set in Air Mode.
 - **Cable Mode**—Select a channel between 73 and 125 if your TV(s) will be set in Cable Mode.

Note: The remote TV(s) will have to be set to the same channel mode, either air or cable channel 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 set to over-the-air mode for the channels you picked in step 4, circle "Air" below. If your TV is set to cable mode for the channels you picked in step 4, circle "Cable" below. If you are

Connecting to the Remote TVs (TV1 or TV2)

using these instructions for both TV1 and TV2, pick a different channel for each (for example, Channel 60 for TV1 and Channel 64 for TV2).

TV1 Channel: _____ **TV2 Channel:** _____ **Air/Cable**

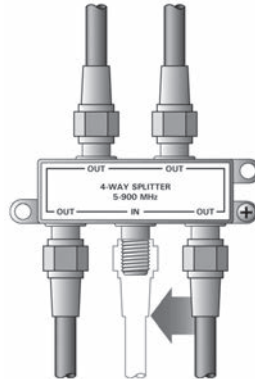
- 6 Set all of your remote TV(s) to the channel mode (air or cable) that you wrote in step 5.
- 7 Tune all of your remote TV(s) to the channel(s) you wrote in step 5. This is the channel you will use to receive your satellite programming.
- 8 Connect **CH 21-69 OUT** on the receiver to your existing wall cable outlet using a coaxial cable.

Note: If you do not have an existing in-home cabling system, then you will need to run coaxial cable to each TV in other rooms. This type of installation can be difficult, so 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 gets programming from TV1 output).
- 11 Make sure that the receiver's green TV1 indicator is on.
- 12 Press MENU. 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 wrote down 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 in step 5.
 - c Select **Done**.
Note: For **TV1 OUT**, if you locked the receiver, a message will display asking you to enter your password.
- 14 For some TVs, you must run a channel scan so that the TVs will find and display the selected channel from the receiver. Run the channel scan on all remote TV(s), if available. See your TV user's guide for instructions.
- 15 Confirm that you see a picture from the receiver on your remote TV(s).
 - If your picture looks good, 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 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's **HOME DISTRIBUTION** jack from the output of the splitter to the input of the splitter using the following instructions:

Chapter 11

Connecting to the Remote TVs (TV1 or TV2)

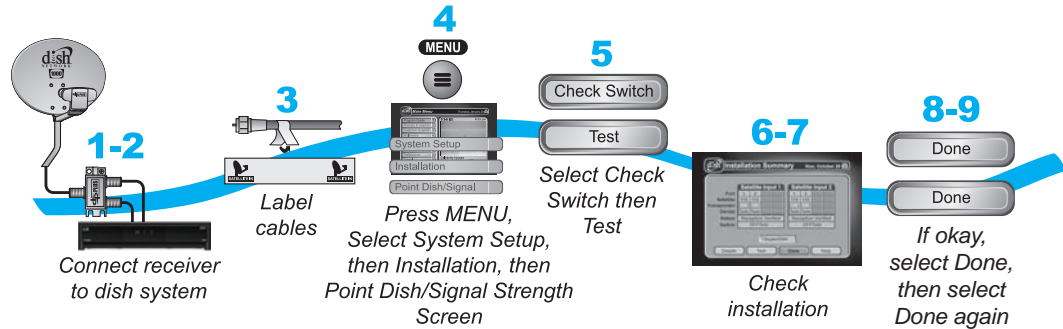
The figure below shows an example of what a splitter may look like. Your splitter may look a bit different. The places where the splitter indicates **OUT** refers to all TVs connected to your home's coax cabling system. The places where the splitter indicates **IN** refers to where the TV signal (for example, from your satellite receiver) is fed into the splitter.



1 Input, 4 Output (4-Way) Splitter

- 17 Find where the TV signal is distributed throughout your home. It should be near where the cable TV service enters the house.
- 18 Disconnect the cable TV service cable or antenna cable from the splitter input, if necessary. Make sure that the disconnected cable is capped or otherwise protected from the weather.
- 19 Disconnect the cable coming from the receiver **HOME DISTRIBUTION** output jack from the splitter. If you do not know which cable this is, then continue with the next step. Otherwise, skip to step 21.
- 20 If you have multiple TVs on the home cabling system, do the following to determine which coaxial cable on the splitter is coming from the receiver:
 - If you see at least some video on your TV(s), turn on all remote TV(s) connected to the home cable system. Disconnect and reconnect each cable one-by-one, observing what happens to the TVs. When all remote TV(s) lose the signal, you have disconnected the receiver's cable. If only some of or one TV(s) loses the signal, then you have disconnected a cable from the TVs.
 - If the preceding does not work, then 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 task on every connection until you can see video from the receiver on the remote TV(s).
- 21 Reconnect the receiver's coaxial cable to the input of the splitter.
- 22 Make sure you have a good picture 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 Remote Control 2 (or Remote Control 1 with a Green UHF Pro key, sold separately) controls the receiver. See page 59 for instructions.
- 25 Program the RECOVER function for Remote Control 2 (or Remote Control 1 with a Green UHF Pro key, as sold separately) to the channel you selected in step 5. See page 71 for instructions.

CONNECTING TO YOUR DISH ANTENNA



- 1 Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding sections to connecting your TVs to the receiver.
- 2 Connect two RG-6 coaxial cables between the **SATELLITE IN 1** and **SATELLITE IN 2** ports on the receiver's back panel to two available ports on either the switch, DISH Pro Plus Separator, or LNBF in your existing system.

Note: If you are installing your receiver into 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. However, you must use only RG-6 coaxial cables rated up to at least 2150 MHz. Some cables may say "Swept tested for 2150 MHz." If you have any doubt about this, ask your DISH retailer, or look on the container the cable came in. Do not use cable company TV cables or cables from other satellite TV systems not rated up to at least 2150 MHz. These other cables may cause signal loss. Do not use existing cables such as RG-59. Use waterproof F-connectors outdoors.

- 3 Peel off the blue stickers and affix them to the cables close to where they connect to the **SATELLITE IN 1** and **SATELLITE IN 2** connections on the back of the receiver. The stickers are in the front cover of this guide.
- 4 On Remote Control 1, press **MENU**, select **System Setup**, **Installation**, and then **Point Dish** to display the Point Dish screen on the nearby TV.
- 5 Select **Check Switch**. Select **Test**.
- 6 The receiver begins performing the Check Switch tests. When it is finished, the Installation Summary screen displays.
- 7 Make sure that the information on the Installation Summary screen identifies your system correctly and shows all transponders for all satellites in your system.
- 8 Select **Done**.
- 9 Select **Done** to exit the Point Dish menu. At this point, the receiver may walk you through a procedure to download software. If this prompt displays, follow the instructions and do not disturb the receiver until the nearby TV is displaying DISH video programming. Otherwise, press **VIEW LIVE TV**. After a few minutes, you should be watching TV.

Chapter 11

Connecting the Phone Line

CONNECTING THE PHONE LINE

You must keep the receiver connected to an active telephone line (or broadband network connection) to order Pay-Per-View programs, use all of the DishHOME Interactive features, or use other services from DISH with your remote control.

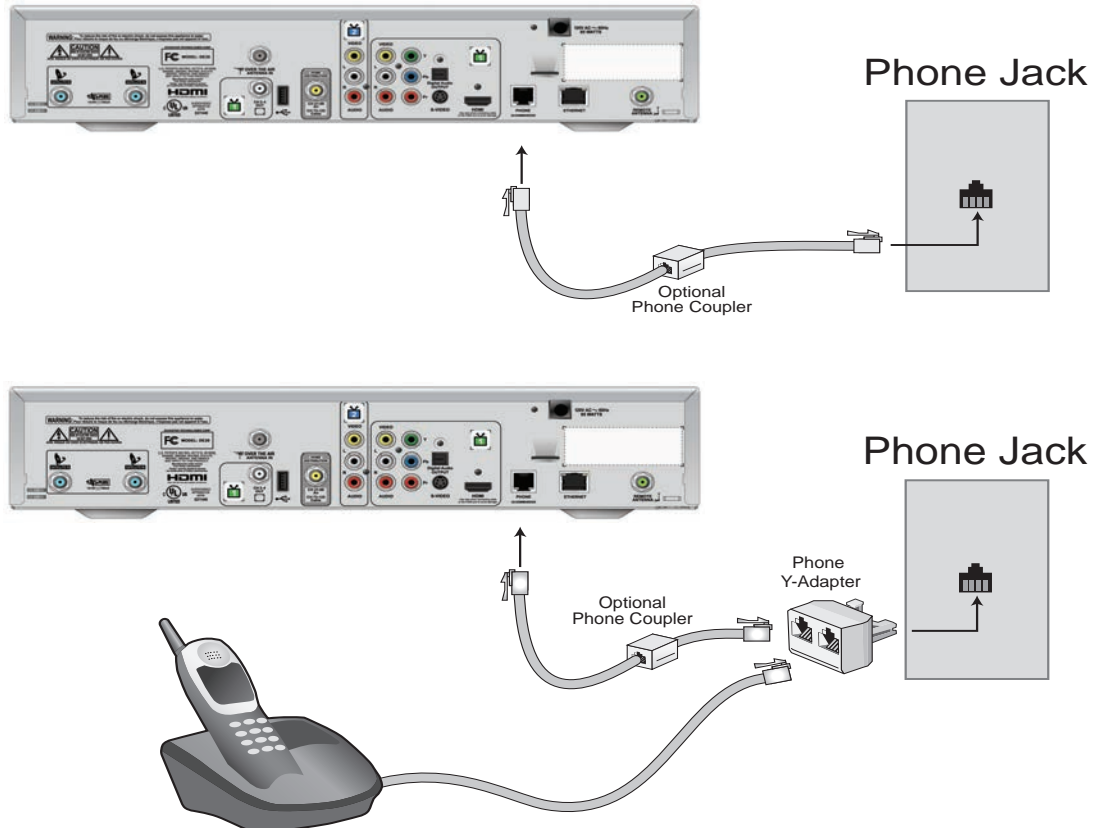
Note: You may be able to use a wireless modem jack. However, this may not support all the features of this receiver, such as Caller ID. See www.dish.com for compatible modem products.

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

Phone Line Connections

Run a telephone cable with a standard RJ-11 connector from the receiver's back panel **PHONE** to an active telephone connection, as shown below. You can use an optional Y-adapter if your phone needs to be plugged in to the same jack as the receiver.

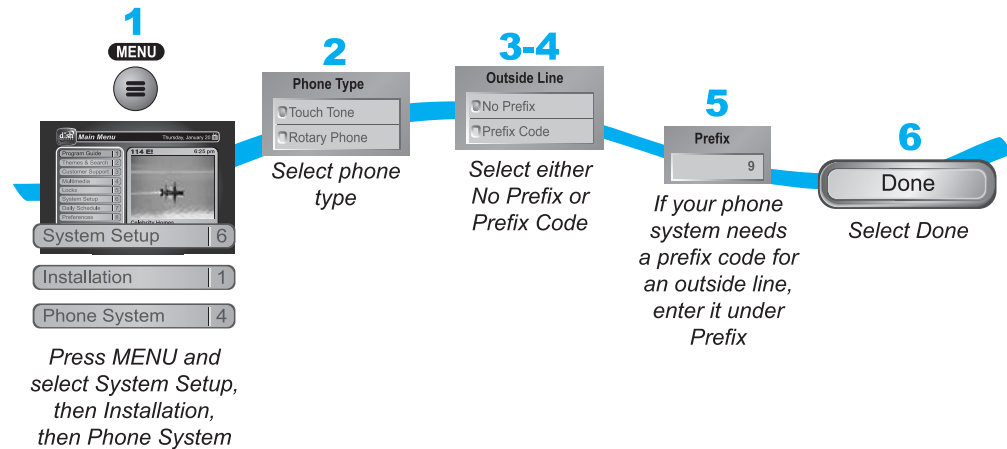
Note: Never connect the phone line to an Ethernet port.



Phone System Setup

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

Note: A prefix is different than an area code.



- 1 Press MENU, then select **System Setup**, **Installation**, and then **Phone System**.
- 2 Select the **Touch Tone** or the **Rotary Phone** option in the **Phone Type** list.
- 3 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 installations. For most residential installations, all you need to do is set the telephone system type. The default setting of No Prefix will allow correct dialing. If this is the case, select the **Save** option to save the above setting, and stop here. If you do need to set a prefix, then instead of selecting the **Save** option, go on to step 5.

- 4 If you selected **No Prefix**, select **Done**.
- 5 If you selected **Prefix Code**, the receiver highlights the box where you must enter the exact sequence used when dialing an outside line.
- 6 Select **Done**.

CONNECTING TO A BROADBAND NETWORK

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

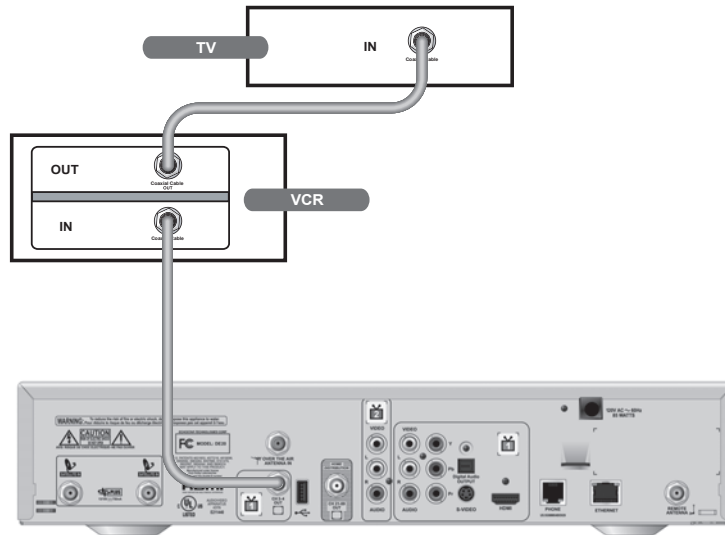
Visit the www.mydish.com/getconnected website to find a guide containing detailed installation instructions on making this type of connection to your DISH receiver.

Chapter 11

Connecting a VCR to the Remote TV

CONNECTING A VCR TO THE REMOTE TV

The diagram below provides example of how to connect VCRs 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 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 wall cable outlet using a coaxial cable.
- 2 Connect a coaxial cable from the output on the VCR to the remote TV's tuner port.
- 3 Plug in and turn on 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) as set on page 90.
- 5 Write 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 programming. The stickers are located in the inside front cover of this guide.
- 6 Set the VCR output to channel 3 or 4.
- 7 Tune the remote TV to the same channel to which you set your VCR in step 6.
- 8 Write 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 programming. The stickers are located in the inside front cover of this guide.

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 HomePlug 1.0 or HomePlug Turbo compatible) to connect to a broadband home network for additional features. See **Connecting to a Broadband Network** on page 95.

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 MENU, select System Setup, Installation, and then DishCOMM Setup).
- 2 Select **Scan** and wait for the receiver to find 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 household's network, the system asks you if you want to add them to your DishCOMM Network anyway. You should add only receivers you know are in your household and on your DISH account.
 - 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. (Refer to tech.dishnetwork.com for additional information on DishCOMM or HomePlug testing.)
- 4 If one DishCOMM-compatible receiver has a physical phone-line connection, then this receiver's modem can be shared with other DishCOMM-compatible receivers in the home, as follows:
 - a Connect a phone line to one receiver.
 - b Create the DishCOMM Network (see instructions, above).
 - c Using the receiver that is connected to the phone line, go to the Phone System menu (MENU, System Setup, Installation, Phone System). Ensure that "Local" is displayed under Connection Mode.
 - d On the other receivers, access the Phone System menu, and ensure that "Remote" is displayed under Connection Mode.

Chapter 11

Connecting an Over-the-Air Antenna

- 5 If no receivers in the house have a phone jack located close enough for a physical connection, the DishCOMM Modem can be shared among multiple DishCOMM-compatible receivers, as follows:
 - a Connect a phone line to the modem.
 - b Create the DishCOMM Network (see instructions, above).
 - c Ensure that all receivers display "Remote" on the Phone System menu under Connection Mode.

DishCOMM Considerations

Keep in mind these important considerations about using DishCOMM technology:

- If using a surge protector, one that is approved for use with HomePlug devices must be used, and the receiver(s) and/or DishCOMM Modem must be plugged into the HomePlug 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 circuit as DishCOMM equipment.
- Avoid plugging DishCOMM equipment into GFI (Ground Fault Interrupter) outlets as they may interfere with the communications.
- When sharing a receiver's modem, Caller ID must be enabled on both receivers to provide the information to the receiver that is not connected to a telephone line.

CONNECTING AN OVER-THE-AIR ANTENNA

If you want to receive channels from an over-the-air (OTA) antenna or cable in addition to your satellite delivered programming, connect an over-the-air antenna/cable into your TV distribution equipment.

- The **TV/ANTENNA CABLE IN** jack on your receiver's back panel can be used to receive and view programming on the nearby TV from an over-the-air TV antenna or cable service.
- Connect a VHF/UHF over-the-air antenna to the 8VSB **TV/ANTENNA CABLE IN** jack. Peel off the black sticker and affix it to the cable close to where it connects to the back of the receiver. The stickers are inside the front cover of this guide.
- The remote TV(s) can view over-the-air channels only when the receiver is in Single Mode.
- For remote TV(s) receiving programming from **CH 21-69 OUT**, 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. See www.dishnetwork.com for a list of approved equipment.

- You can add local over-the-air channels and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner in much the same way as you would satellite channels.

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



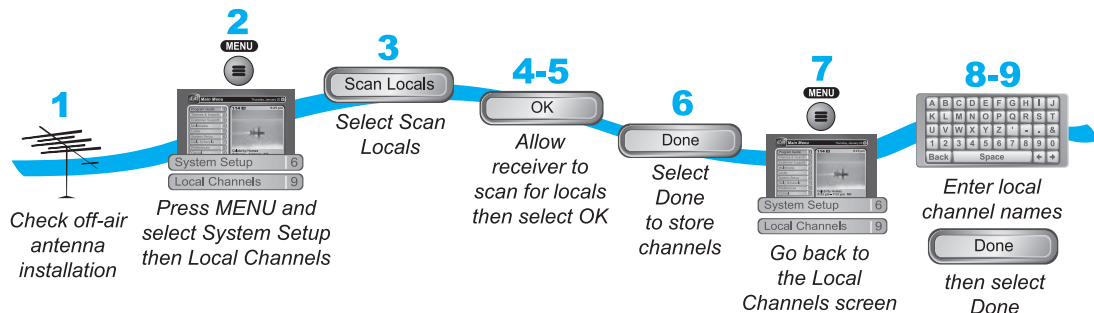
Make sure to follow the antenna installation instructions correctly. Ground an outdoor antenna per the National Electrical Code (NEC) and any local electrical codes.



The audio/video quality on local over-the-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the over-the-air TV antenna you use. If you have questions about over-the-air channels, then contact the local broadcaster, 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 (local) channels for the nearby TV.



- Make sure that you have your over-the-air antenna properly connected to the receiver's 8VSB TV/ANTENNA CABLE IN jack.
- Press the MENU button, select **System Setup** (6), and then **Local Channels** (9) to open the Local Channels menu screen. If this is the first time you have opened this menu, it will have no channels listed yet.
- Scan for local channels by selecting **Scan**.
- The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found.
- Select **OK** to go back to the Local Channels screen.

Note: If the channel number 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 listed

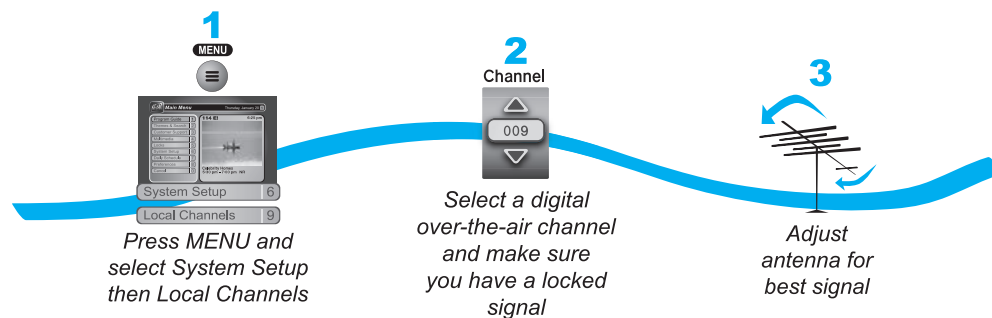
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off the bottom of the screen, which you can access with the remote's UP or DOWN ARROW buttons if you wish to edit their names or remove them from the list of scanned-in channels.

- 6 If you want to name the over-the-air channels, continue on. If you do not want to name your over-the-air channels, select **Done**. You will then exit the menus and resume 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 keyboard on the screen to select the letters of your channel name.
- 9 When you are finished making changes, select **Done**.

Peaking Your Over-the-Air Antenna

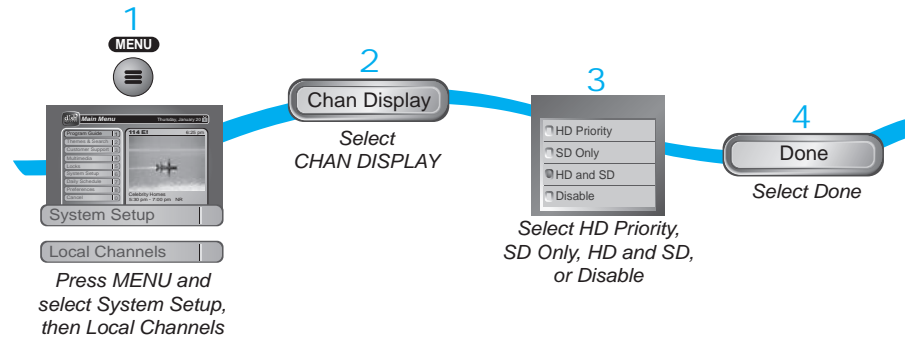


- 1 Make sure that you have your over-the-air antenna properly connected to the receiver's 8VSB **TV/ANTENNA CABLE IN** jack.
- 1 Press the **MENU** button, select **System Setup** (6), and then **Local Channels** (9) to open the Local Channels menu screen.
- 2 Highlight the **Channel** field and use 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 OTA antenna to maximize the signal strength. If you cannot get a Locked indication, you may need to upgrade, reposition, or reinstall your OTA antenna.

Using Local Satellite Channels

If you want to receive your local ITV channels from DISH and want to see them listed in the receiver's Program Guide by their OTA broadcast number, enable the Sat Locals feature. Otherwise, the local satellite-delivered channels will display in the four-digit channel range.

Note: Digital over-the-air channels display in the guide at their broadcast channel numbers regardless of the setting you choose here.



- 1 Press the **MENU** button, select **System Setup** (6), and then **Local Channels** (9) to open the Local Channels menu screen.
- 2 Select **Sat Locals**.
- 3 Select the option for **HD Priority** (display the HD version of local channels, if available), **SD Only**, **HD and SD**, or **Disable** (leave Sat Locals in the Program Guide's four-digit range).
- 4 Select **Done**.

Transmit Channel Numbers

For information on local channel numbers, you can visit the National Association of Broadcasters (NAB) web page at www.nab.org. On this web site, you can find a listing of digital broadcast stations and their Transmit Channel numbers.

Note: Where Transmit Channel is displayed by the 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 over-the-air antenna types and pointing directions.

About Over-the-Air TV Broadcasts

Over-the-air TV signals are broadcast from stations on the ground, while satellite TV signals are broadcast from satellites in space. You receive OTA signals using an indoor or outdoor antenna instead of a satellite dish. You are likely familiar with analog TV signals; these were used to broadcast TV for years. New digital over-the-air TV signals are broadcast and received in the same way. Digital over-the-air broadcasting uses advanced technology to deliver excellent picture quality and CD-quality sound. However, digital OTA signal reception (like analog OTA reception) depends on several things:

- The distance between the broadcast station and your home (the farther away the station, the weaker the signal);

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Connecting an Over-the-Air Antenna

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

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

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

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

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

Digital OTA Broadcasts are Still Developing

- Broadcasters may still be testing digital signals and their strength, and may stop broadcasting without notice, vary power output, or turn it off.
- Some broadcasters do not yet have permanent transmitter tower.
- Broadcasters may choose to multicast, which allows them to provide multiple standard-definition channels in the same bandwidth used to provide a high-definition channel.
- These factors are outside of the control of DISH.

Additional Installation Considerations

- Follow local and National Electric Code requirements for grounding the antenna.
- RG-6 coaxial cable is preferred for the **ANTENNA IN** line. If you are diplexing the **ANTENNA IN** and **SATELLITE IN** cables, RG-6 coaxial cable must be used.
- You can not use a diplexer to combine the **ANTENNA IN** and **SATELLITE IN** cables if using an amplified antenna.
- If you are using a diplexer to combine the TV 2 **CH 21-69 OUT** of the receiver, and the **ANTENNA IN**, you must use a Super Home Node to prevent accidentally broadcasting the TV2 OUTPUT from the antenna. See page 49 for more information.

If you have questions about over-the-air channels, contact the local broadcasters, not DISH. Since DISH does not broadcast over-the-air signals, we cannot affect over-the-air signal quality. However, your receiver's local-channel setup menus provide a signal strength bar to help you aim an over-the-air TV antenna for the strongest possible signal.

USING TROUBLESHOOTING TOOLS

Your receiver and remote control have troubleshooting tools that a DISH Customer Service Representative may ask you to use if you should ever run into problems while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when directed to by a the DISH Customer Service Representative.

Resetting Your Receiver

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

- 1 Press the red RESET button on the front panel of the receiver.
- 2 The receiver's front panel lights will blink and the receiver will restart.

The receiver may take several minutes to restart, reacquire satellite signals, complete software downloads, and display video again.

Receiver Diagnostics

The DISH Customer Service Representative may ask you to open the Diagnostics screen. Remember to have an active phone line connected to your receiver.

- 1 Press MENU, select **System Setup**, and then select **Diagnostics**. The Diagnostics screen shows you various tests the Customer Service Representative may ask you to perform on your receiver:
 - **Connection:** Tests for a valid receiver phone connection.
 - **Dial Out:** If "No Dial Out Pending" is displayed, the receiver does not need to have its smartcard records updated.
 - **Counters:** Shows you a list of diagnostic counters. Use PAGE UP and PAGE DOWN to scroll through the list of counters displayed.
- 2 Select **Done**.

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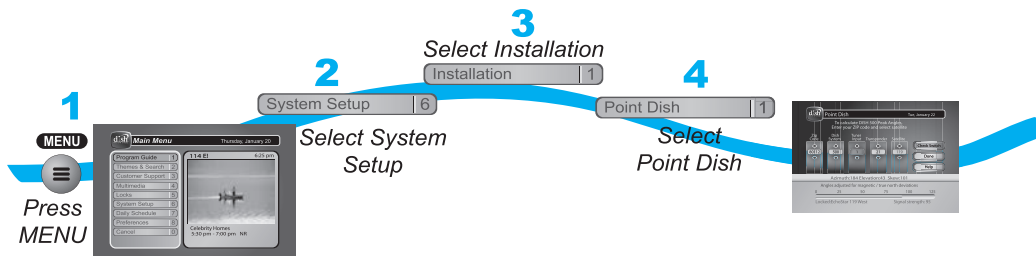
Using Troubleshooting Tools

Point Dish and Check Switch

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



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



- 1 Press the MENU button.
- 2 Select **System Setup**.
- 3 Select **Installation**.
- 4 Select **Point Dish**. This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, while red indicates the signal is not acceptable or is from the wrong satellite.
- 5 Select **Check Switch** to display the Installation Summary screen. The Installation Summary screen tells you if you are receiving signals from the satellites and which multi-dish switches you have installed, if any.
- 6 Select **Test** only if directed to do so by a DISH Customer Service Representative.
- 7 When you are finished with the menus, select **Done**.



Reference

Troubleshooting and Device Codes

- **TROUBLESHOOTING TABLES**
- **REMOTE CONTROL DEVICE CODES**

TROUBLESHOOTING TABLES

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

- 1 Review the section in this User Guide that relates to the problem.
- 2 If you cannot find a solution, then find the section in the following tables that relates to the problem.
 - Read the What's Happening column until you find the problem.
 - Read the information in the Possible Reason column.
 - Try each of the suggested solutions in the What to Do column.
- 3 Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on page 103.
- 4 Make sure that your TV is tuned to the correct channel or input. Use the RECOVER function as described on page 71.
- 5 Make sure your remote control has fresh batteries. If you see the Remote Low-Battery warning message on your TV screen, it's time to change batteries. Follow the instructions on page 15.
- 6 Make sure your receiver is connected to an active telephone line or broadband network. See the instructions on page 94 or page 95.
- 7 Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or snow.
- 8 For more information, call the DISH Customer Service Center at 1-800-333-DISH (3474), or see www.dish.com or www.mydish.com/support.

Note: Before calling the DISH Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Press the SYSTEM INFO button on the receiver's front panel to display the System Information screen to find these numbers (See **Ordering Your DISH Packages** on page 4). Also, write down any error messages that the receiver displays on your television screen.

Message Numbers

Number	Possible Reason	What to Do
001	<ul style="list-style-type: none"> There may be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Run Check Switch, as directed by a DISH Customer Service Representative at 1-800-333-DISH (3474).
002	<ul style="list-style-type: none"> Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference. 	<ul style="list-style-type: none"> Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen. Consult your DISH installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	<ul style="list-style-type: none"> The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length. If your entire system is DISH Pro, it can be as much 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 (for outdoor cables). If this does not work, do the Check Switch test, as directed by a DISH Customer Service Representative.
005	<ul style="list-style-type: none"> The receiver may not yet have been electronically linked with the system, via the satellite signal. 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. 	<ul style="list-style-type: none"> If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized this receiver, call the DISH Customer Service Center at 1-800-333-DISH (3474) for help.
006	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.
011, 012	<ul style="list-style-type: none"> Viewers in specific areas are prohibited from watching certain programs. <i>For example</i>, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium. 	<ul style="list-style-type: none"> Remember that the program providers specify which programs are "blacked out" for which viewers, <i>not</i> DISH.
013, 014	<ul style="list-style-type: none"> You may have tried to tune to a program on a channel which you have not bought. 	<ul style="list-style-type: none"> You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call DISH Customer Service at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake. Sometimes these messages display by mistake. If you are sure your DISH package includes this channel, then try resetting your receiver.

Reference

Troubleshooting Tables

Message Numbers

Number	Possible Reason	What to Do
015	<ul style="list-style-type: none"> You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, then consult with your DISH installer to re-aim the satellite dish.
018	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Call DISH Customer Service at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.
022	<ul style="list-style-type: none"> The receiver may not yet have been electronically linked with the system, via the satellite signal. 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. 	<ul style="list-style-type: none"> If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, then consult with your installer to re-aim the satellite dish. If you have not authorized this receiver, call the DISH Customer Service Center at 1-800-333-DISH (3474) for help.
026	<ul style="list-style-type: none"> The receiver may have temporarily lost the satellite signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked. If not, then consult with your DISH installer to re-aim the satellite dish.
028	<ul style="list-style-type: none"> The receiver may need to get new software before you can use it to order Pay-Per-View programs. 	<ul style="list-style-type: none"> Turn the receiver off. Doing this allows the receiver to "download" new software via the satellite signal. The download may take several minutes; do <i>not</i> 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	<ul style="list-style-type: none"> You may have tried to close an installation menu without having done the Check Switch test. 	<ul style="list-style-type: none"> If your setup includes a multi-dish switch, you <i>must</i> run the Check Switch test, as directed by a DISH Customer Service Representative or other DISH instructions.
060	<ul style="list-style-type: none"> You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen. 	<ul style="list-style-type: none"> Make sure that you have selected the option for the correct satellite (orbital position) on the Point Dish screen. Make sure that the cable(s) for the satellite you have selected are connected to the LNB that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	<ul style="list-style-type: none"> You may have set up the receiver to accept a transmission (a "download") of the latest operating software via the satellite signal. 	<ul style="list-style-type: none"> It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. Do <i>not</i> disturb or unplug the receiver during this time.

Message Numbers

Number	Possible Reason	What to Do
074	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Wait a few minutes and then try again to enter the password. Note: The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	<ul style="list-style-type: none"> You may not have connected the receiver to an active telephone line, or the telephone line may be defective. 	<ul style="list-style-type: none"> Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. Note: To be able to order Pay-Per-View programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to DISH Customer Service Center at 1-800-333-DISH (3474).
093	<ul style="list-style-type: none"> You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i>, the settings it had when it was shipped from the factory. 	<ul style="list-style-type: none"> If you want to reset the receiver to its factory default settings (see page 82 for more information), then select the Yes option. If not, select the No option.

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.	<ul style="list-style-type: none"> You may have made a mistake entering the channel number, or the channel number you entered may be invalid. 	<ul style="list-style-type: none"> Carefully try entering again the channel number you want.
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have subscribed to.	<ul style="list-style-type: none"> If so, the channel displayed is the closest possible to the channel you entered. 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 suggesting that you might want to subscribe to the channel. If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. If you have set up the Program Guide to hide adult channels and the receiver is locked, the receiver will skip such channels. 	<ul style="list-style-type: none"> Select All Chan as the active Favorites List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call DISH Customer Service at 1-800-333-DISH (3474).

Reference

Troubleshooting Tables

Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> 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 DISH Customer Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	<ul style="list-style-type: none"> The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. 	<ul style="list-style-type: none"> 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. Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus.
Your UHF Pro remote control does not work well from far away.	<ul style="list-style-type: none"> You may be experiencing interference from objects near your receiver antenna. 	<ul style="list-style-type: none"> Make sure the UHF antenna is connected to the receiver and not touching anything else. Vary the tilt angle of the receiver's UHF antenna. Locate the UHF antenna tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. Move the receiver to different locations. For best results, place the receiver as high as possible, above all other equipment in your entertainment center. Place the UHF antenna outside the entertainment center by using a coaxial cable to connect it to the receiver.
When you press the remote control Power button to turn the receiver ON, the receiver front panel Power light does not light up.	<ul style="list-style-type: none"> 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. If the receiver is in Single Mode, the TV2 indicator will not light. 	<ul style="list-style-type: none"> 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 58 for information on changing the remote control address. Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus. This is normal. No action required or switch to Dual Mode.

Remote Control

What Is Happening	Possible Reason	What to Do
You use an IR extender (not a "mouse tail"), and it does not seem to work.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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 extenders 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.	<ul style="list-style-type: none"> Red means that you have not subscribed to that channel. You <i>must</i> subscribe to a channel before you can tune the receiver to it. 	<ul style="list-style-type: none"> If you want to add a channel, call DISH Customer Service at 1-800-333-DISH (3474).
You try to display future programs in the Program Guide or Browse Banner, but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> You may have applied a Favorites List other than the list named All Chan. You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels 	<ul style="list-style-type: none"> You can change the applied Favorites List while using the Program Guide by pressing the remote control Guide button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, or the All Sub list, which includes all subscribed channels. Unlock the receiver for the Program Guide to display adult channels.

Reference

Troubleshooting Tables

Watching A Program

What Is Happening	Possible Reason	What to Do
<p>The receiver front panel Power light is on, but the TV image:</p> <ul style="list-style-type: none"> • is black (no picture) • is frozen • has break-ups • has "snow," • shows small squares of various colors 	<ul style="list-style-type: none"> • 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. • You have selected an HD mode your HDTV does not support. 	<ul style="list-style-type: none"> • Make sure that the TV set is plugged into an electrical outlet. • Make sure the outlet has electrical power. • Use the Recover button (page 70). • Reset your receiver. • Make sure that the TV is turned on and tuned to the correct input. • Make sure that the TV brightness and contrast are adjusted correctly. • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and closed captioned features are turned off. • Check that the system has been installed correctly. • Make sure that all required coaxial cables are in place, and check that all cable connectors 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. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen. Consult with your installer to re-aim the satellite 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 • Refer to your HDTV user's guide.
<p>The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture:</p> <ul style="list-style-type: none"> • has sparkles or is grainy • has a herringbone pattern • lacks color or vertical hold • wobbles • looks "washed out" or fuzzy. 	<ul style="list-style-type: none"> • The TV set may not be working properly. • 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. 	<ul style="list-style-type: none"> • Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. • Make sure that the TV is connected properly to the receiver.

Watching A Program

What Is Happening	Possible Reason	What to Do
	<ul style="list-style-type: none"> There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs). 	<ul style="list-style-type: none"> 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 dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer. Make sure the system is properly grounded.
A "black box" fills almost all of the TV screen.	<ul style="list-style-type: none"> You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. 	<ul style="list-style-type: none"> Using the TV remote control and/or menus displayed by the TV (<i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.
The TV screen is all blue.	<ul style="list-style-type: none"> You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver. 	<ul style="list-style-type: none"> Check your TV owner's manual for the correct TV input to use for the signal output from the DISH receiver. Reset your receiver.

Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote Guide button while the Program Guide is displayed. You find that you can apply only the All Chan list or the All Sub list.	<ul style="list-style-type: none"> If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> You <i>must</i> add channels to a custom Favorites List <i>before</i> you can apply it.
You try to change the All Chan list or the All Sub list. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to change the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> Choose another list to change. Note: You can change the All Sub list by changing what channels you buy.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to apply an empty list. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favorites List will not show such channels. 	<ul style="list-style-type: none"> Unlock the receiver for the list to show adult channels.

Reference

Troubleshooting Tables

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.	<ul style="list-style-type: none"> You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program. 	<ul style="list-style-type: none"> To be able to set up 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.	<ul style="list-style-type: none"> You <i>must</i> order a Pay-Per-View event <i>before</i> you can create an event timer for it. 	<ul style="list-style-type: none"> To be able to set up 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.	<ul style="list-style-type: none"> You already have set up the maximum number of event timers. 	<ul style="list-style-type: none"> To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	<ul style="list-style-type: none"> You may have set up a Reminder but what you should have set up is an Auto-Tune, VCR, or Ext. 	<ul style="list-style-type: none"> 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 VCR timer reminds you, tunes the receiver, and starts the VCR. An Ext. reminds you and then starts recording on an external device.
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.	<ul style="list-style-type: none"> You may have set up a timer with an incorrect frequency. 	<ul style="list-style-type: none"> Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> You may have several timers set up for the same time. 	<ul style="list-style-type: none"> Delete a timer.
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.	<ul style="list-style-type: none"> Stopping the event timer applies <i>only</i> to the current showing of the program. 	<ul style="list-style-type: none"> To stop all operations of a repeated event timer, you <i>must</i> delete the event timer. Note: The receiver deletes a <i>Once</i> event timer when it operates.
You edit an <i>automatic</i> event timer. The timer does not start or does not end according to the program for which you set the timer.	<ul style="list-style-type: none"> Editing an <i>automatic</i> event timer <i>converts</i> it to a <i>manual</i> event timer. Such a timer starts and stops at the times you specify, <i>not</i> the start and stop times of any specific program. 	<ul style="list-style-type: none"> If you want an <i>automatic</i> event timer to start and stop according to a specific program, avoid editing that event timer.
You try to set up a <i>manual</i> event timer. The receiver displays an Error message.	<ul style="list-style-type: none"> You may have tried to set a <i>manual</i> event timer with invalid start or stop times. 	<ul style="list-style-type: none"> Review the rules on start and stop times for <i>manual</i> event timers.
The receiver does not display the program name for a <i>manual</i> event timer.	<ul style="list-style-type: none"> The receiver may not be able to display a program name for a <i>manual</i> event timer. 	<ul style="list-style-type: none"> Use the Program Guide or a printed schedule to find the program name.

Timers

What Is Happening	Possible Reason	What to Do
You set an event timer. The event timer misses the beginning or the end of a program.	<ul style="list-style-type: none"> The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time. 	<ul style="list-style-type: none"> Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event. Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on and there is a good picture on the TV set, but you do not hear any sound.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> You may have set the receiver to select an alternate audio language. The program may be in a foreign language. 	<ul style="list-style-type: none"> Use the Alternate Audio Language menu to select the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Verify that Caller ID is a service provided by your local phone company. Verify that you have connected the phone line to the phone jack on the back of the receiver. Verify that you have enabled Caller ID (page 77).

Reference

Troubleshooting Tables

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	<ul style="list-style-type: none"> The receiver may have tried to call DISH Customer Service to send Pay-Per-View purchase information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> The receiver was calling DISH Customer Service to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	<ul style="list-style-type: none"> The receiver was calling DISH Customer Service to send Pay-Per-View information. 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. 	<ul style="list-style-type: none"> Re-send the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	<ul style="list-style-type: none"> The receiver may have tried to call DISH Customer Service to send Pay-Per-View purchase information 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. 	<ul style="list-style-type: none"> Have the sender resend the FAX or modem transmission.

Parental Controls/Locks

What Is Happening	Possible Reason	What to Do
You set a lock (<i>for example</i> , a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none"> You may not have locked the receiver. 	<ul style="list-style-type: none"> You <i>must</i> lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Call DISH Customer Service at 1-800-333-DISH (3474). You <i>must</i> provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) and the receiver's serial identification number.

Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	<ul style="list-style-type: none"> You may have been away from the receiver, and someone else used it. 	<ul style="list-style-type: none"> Lock the purchase of Pay-Per-View programs. <i>Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases.</i> If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program <i>must</i> enter the password.
You find that you are not able to order a Pay-Per-View program.	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.
You find that you are not able to cancel a Pay-Per-View program.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and then decided not to watch it. 	<ul style="list-style-type: none"> You <i>cannot</i> 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 via all of the receivers.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and want it to be available via all the receivers in your setup. 	<ul style="list-style-type: none"> If you want to watch a Pay-Per-View program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i>.

Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Start over again.

Reference

Remote Control Device Codes

REMOTE CONTROL DEVICE CODES

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



Appendix

- **LIMITED WARRANTY**
- **RESIDENTIAL CUSTOMER AGREEMENT**
- **FCC COMPLIANCE**

Appendix

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 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 1-800-894-9131. Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the System Info 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 original 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.

DISH Network's Exchange Programs

DISH offers two options if you need to replace your satellite receiver equipment or its accessories.

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 original equipment. The shipping charge, for receiving replacement equipment and returning the original equipment, is a one-time fee based on DISH Network'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 original equipment to DISH Network within ten days after receiving the replacement equipment, then your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, then 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 DISH Network 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 equipment.

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.

The equipment you return will be checked to verify whether it is covered under this warranty. If the original equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of 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 original equipment is found, which DISH Network 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 Network 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 Network or from your local retailer.

Appendix

Residential Customer Agreement

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 al 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 apply.

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

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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 commercial 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 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

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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

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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

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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

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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.

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Residential Customer Agreement

Type of Fee	Amount	Description of When Fee Applies
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.
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.

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Type of Fee	Amount	Description of When Fee Applies
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.

Appendix

FCC Compliance

FCC COMPLIANCE



The following text is extracted from Federal Communications Commission (FCC) regulations, as of this Guide's publication date. Contact the FCC (see following) or a library for 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 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 Network 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.

Signal Strength Present at the Television

The software-based attenuator within the satellite receiver will limit the signal present at your television set to below the FCC signal strength limit of 75.6dBuV. If you choose not to enable the attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

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 over-the-air tuner or 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 **Important System Information** menu (see *Ordering Your Program Packages*).

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

Remote Control Settings

	Remote Control 1	Remote Control 2
Remote Control Address (SAT Mode)		
TV Code (TV Mode)		
VCR or DVD Player Code (DVD Mode)		
Auxiliary Device Code (AUX Mode)		

TV Input/Channel Settings

	TV1	TV2
TV Input/Channel		