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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 the apparatus near water.
- 6** Clean only with a dry cloth.
- 7** Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8** Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9** Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10** Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11** Only use attachments/accessories specified by the manufacturer.
- 12** Unplug the apparatus during lightning storms or when unused for long periods of time.
- 13** Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into it, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 14** The power plug must be readily accessible so that the apparatus can be easily disconnected from the AC power.
- 15** The receiver is still connected to the AC power whenever it is plugged into a live power outlet, even if it is turned off using the remote control or front panel buttons.
- 16** No flame sources, such as lit candles, should be placed on the equipment.
- 17** The apparatus shall not be exposed to dripping or splashing, and no objects filled with liquids, such as vases, shall be placed on the top of it.
- 18** Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- 19** Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- 20** Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- 21** Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- 22** Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage and will void the Limited Warranty. Refer all servicing to authorized service personnel.
- 23** Unplug the receiver from the AC power outlet before cleaning.
- 24** Do not place the receiver in an enclosure such as a cabinet without proper ventilation.
- 25** Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.

Safety

- 26** Use an outlet that contains surge suppression or ground fault protection. During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. These actions provide additional protection against damage caused by lightning or power line surges.
- 27** Tighten all of the coaxial cable connections only by hand. If you use a wrench, you may overtighten the connections and damage your equipment.



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

Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- 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 voids the Limited Warranty.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.

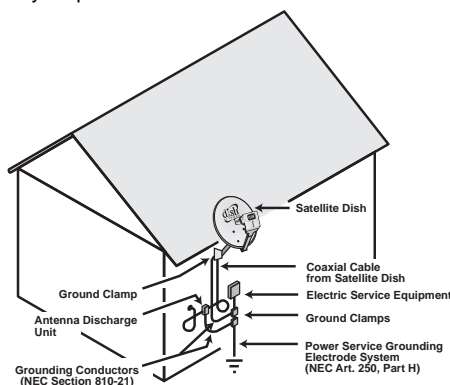


On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty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

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

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

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



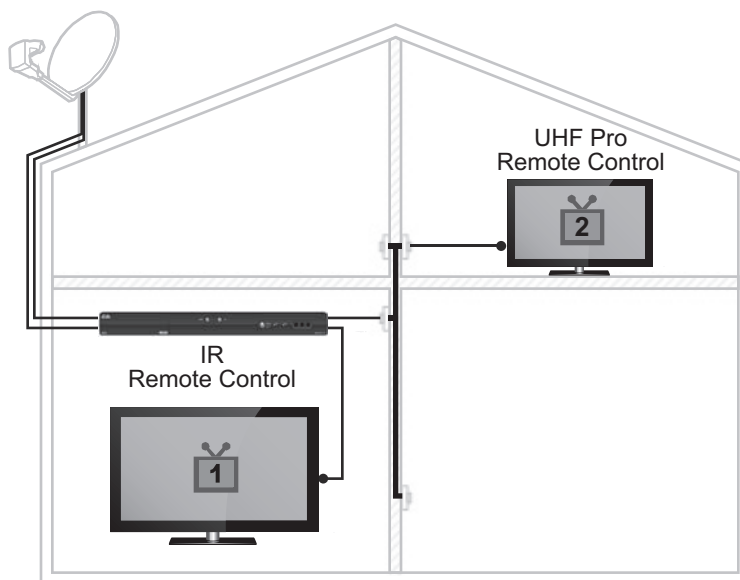
Chapter 1

Introduction

Welcome to DISH

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

About this Receiver



To gain a better understanding of your DISH satellite receiver, look at the picture above. This receiver is a two-tuner satellite receiver that allows you to watch different programs in two locations:

- Nearby TV—Programming from the receiver is delivered to the TV near the receiver using short audio/video cables.
- Remote TV—Programming from the receiver is delivered to a TV located in another room using existing in-home coaxial cable.

Two remote controls come with your receiver:

- An infrared (IR) remote to control programming for the nearby TV. This remote is labeled with a green number 1, which matches similar markings on the receiver output connections and the menus for the nearby TV.
- An Ultra-High Frequency Pro (UHF Pro) remote to control programming to a remote TV. This remote is labeled with blue number 2, which matches the similar markings on the receiver output connections and the menus for the remote TV.

Overview

Before you use your satellite receiver, the system must be installed. Please call the Customer Service Center at 1-800-333-DISH (3474) to schedule an installation.



A vital part of the installation is to set up the receiver to get the latest software from the satellite signal. If you need the latest software, follow the instructions under *System Updates* in *Chapter 3*.

For information on the receiver and its installation, read *Chapter 2, Receiver Description and Installation*, beginning on page 13. For information on any specific feature or function, read *Chapter 3, Using The System*, beginning on page 37.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 89.

Tips

In the margins of pages throughout this guide are tips and other information to make using your satellite receiver easier.

Conventions

To make it easy for you to use this guide, we use the following conventions.

- The names of remote control buttons are all uppercase.
Example: Press the **SAT** button.
- Menus and options that appear on the TV screen are in bold type.
Example: Open the **Program Guide**.
- *Select* means to move the highlight to an on-screen option or choice in a list and press the **SELECT** button on the remote control.
Example: Select the **Locks** option.
- Connections on the back of the receiver are in small capital letters.
Example: **SAT IN**
- Where this guide mentions *nearby TV*, it refers to the TV near 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 *remote TV*, it refers to the cable-ready TV(s) located in rooms 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 *remote control*, it refers to either Remote Control 1 when viewing the 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 (marked on the lower part of the remote).

Fixed Images



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.

DISH Logo

Whenever the receiver's outputs are turned off using the remote control or front panel **POWER** buttons, you will see the DISH logo moving around on your TV screen. This is called standby mode. This feature maintains the connections between your receiver and TV(s). Press the blank **POWER** or **SELECT** button on the remote control to resume watching satellite TV programming. Make sure you are using the correct remote (see page 16 for details).



Note: This logo is displayed on all TV1 and TV2 outputs except the CH 3–4 OUT. So if your nearby TV is connected using the CH 3–4 OUT, this logo will not be displayed.

Tip: 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).

Getting Started

After your system has been installed, order and watch your programming using the following steps:

Step 1: Ordering Your Programming

1. Using a remote control, press **SAT** and then press the blank **POWER** button. Make sure the TV is also on.

Note: If you see the DISH logo displayed on your TV screen, press the **SELECT** or blank **POWER** button on the remote control to view satellite TV programming.

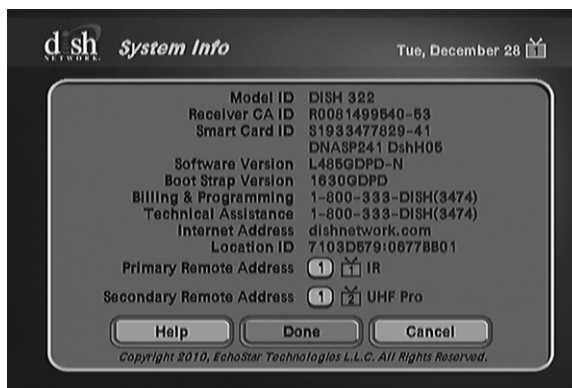


2. Press the **GUIDE** button.



You will see that some channels in the **Program Guide** appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.

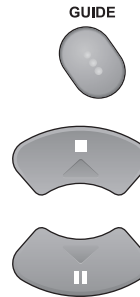
3. Press the **SYS INFO** button on the remote control to display the **System Info** screen.



4. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will help you start DISH programming on your system and will discuss the various programming packages available.
5. Choose a package and the representative will authorize your programming.
6. Press **SELECT** to close the **System Info** screen.
7. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

Step 2: Finding Programs To Watch

1. Press the **GUIDE** button.
2. When the Program Guide opens, use the **UP** or **DOWN ARROW** to view information on other channels. The channels for the programming you ordered should be shown in white and are available for viewing. After you have highlighted a current program in the **Program Guide**, press **SELECT** to watch it.

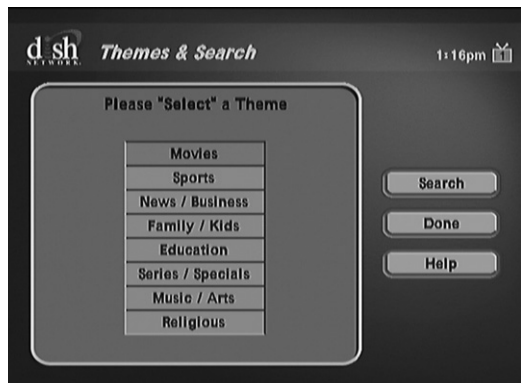
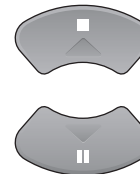


Tip: The Program Guide provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

Quick Tour of Basic Features

This tour guides you quickly through a number of basic satellite receiver features accessible directly from the remote control without using menus. For more detailed information about each feature, see *Chapter 3, Using the System*.

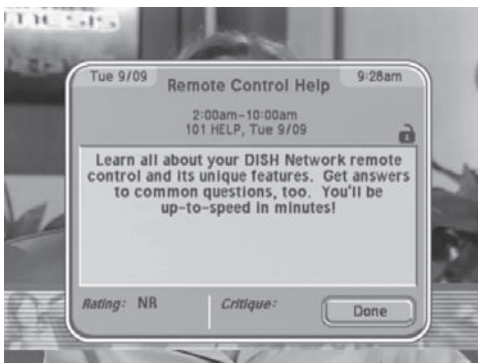
1. Make sure the TV is on.
2. Press the **UP** or **DOWN ARROW** button to change channels.
3. Press the **RECALL** button to go back to the last channel you watched.
4. Press the **THEMES (LEFT ARROW)** button to open the **Themes and Search** menu. This menu allows you to search for programming by themes (movies, sports, and more) or by keywords used in the programming information.



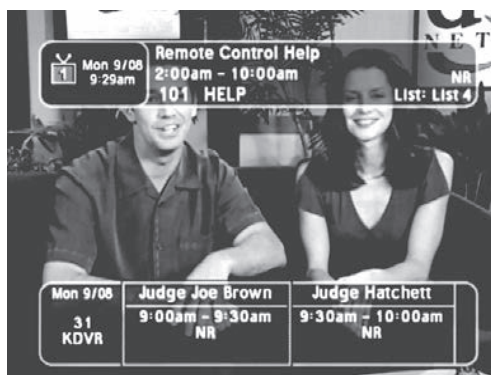
Chapter 1

Introduction

5. Select **Sports**.
6. Press the **VIEW TV** button to go back to watch a program.
7. Press the **INFO** button to see information about the program.



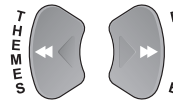
8. Press the **CANCEL** button to go back to watch the program.
9. Press the **BROWSE (RIGHT ARROW)** button to open the Browse Banner. The Browse Banner shows information at the top of the screen about the program displaying and information on two other programs at the bottom.



10. Press the **UP** or **DOWN** ARROW button to change the channel information you see at the bottom of the TV screen.



- Press the RIGHT ARROW button to highlight the program coming on next at the bottom. Press the LEFT ARROW button to go back to the program on now.



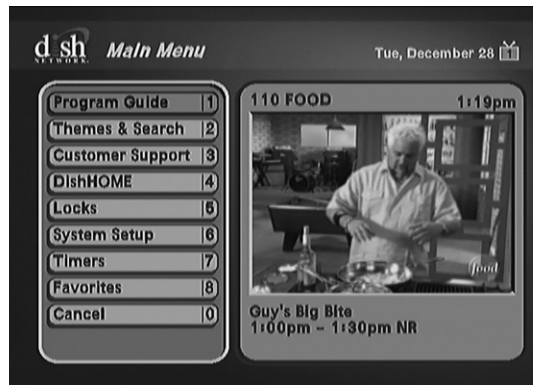
- Press the VIEW TV button to clear the Browse Banner from the TV screen and to return to watching a program.



Quick Tour of the Menus

This tour guides you quickly through the basic features available through the **Main Menu**. See *Chapter 3, Using the System*, for more information about these and other features.

- Press the remote control MENU button to open the **Main Menu**.



Tip: 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).

- Press the 1 button to select the **Program Guide** option on the **Main Menu**. This opens the **Program Guide** on the TV screen.



You can use the **Program Guide** to find and select a program to watch. For now, though, continue with this tour.

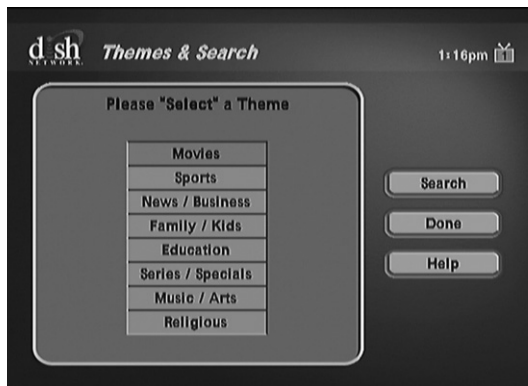
- Press the MENU button to go back to the **Main Menu**.



4. Press the 2 button to select the **Themes and Search** option on the **Main Menu**. This menu allows you to search for programming by themes (movies, sports, etc.) or by keywords used in the program information.

abc

2



5. Press the **MENU** button to return to the **Main Menu**.

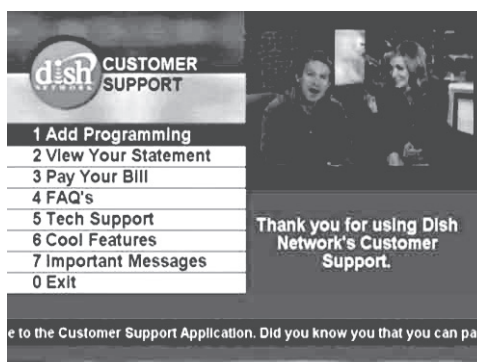
MENU



6. Press the 3 button to select the **Customer Support** option. This menu provides convenient access to your DISH account to review your statement, pay your bill, upgrade programming, and more.

def

3



7. Press the 0 button to return to the **Main Menu**.



8. Press the 4 button to select the **Dish Home** option. You can order channels, check the news and weather, and even play games.

ghi

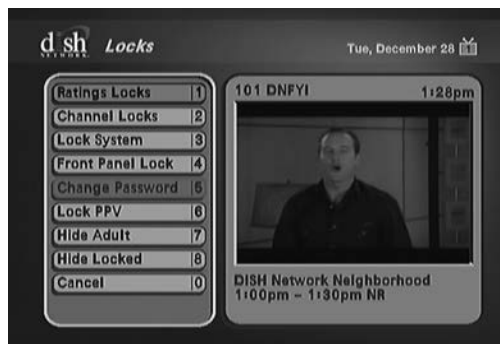
4



9. Press the 0 button to return to the **Main Menu**.



10. Press the 5 button to select the **Locks** option on the **Main Menu**. This menu allows you to apply password-protected locks on programming based on rating, or even on a channel-by-channel basis.



11. Press MENU to return to the **Main Menu**.



12. Press the 6 button to select the **System Setup** option on the **Main Menu**. Use this menu to set up the system the way you want.



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13. Press MENU to return to the **Main Menu**.



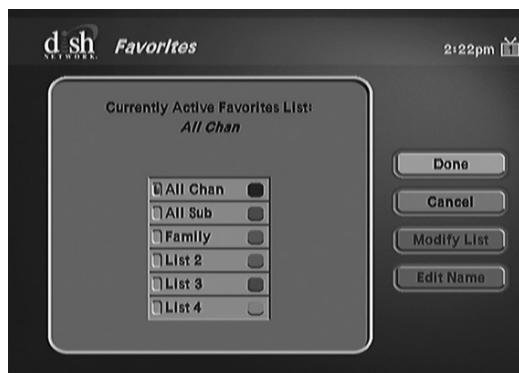
14. Press the 7 button to select the **Timers** option on the **Main Menu**. This menu is used for creating and changing timers used to trigger automatic channel changes, reminders, or VCR recordings.



15. Press MENU to return to the **Main Menu**.



16. Press the 8 button to open the **Favorites** menu. This menu allows you to set up lists of your favorite channels to make finding what you want to watch more convenient.



17. Press MENU to return to the **Main Menu**.
18. Press the VIEW TV button to go back to watching a program.



About Satellite Television

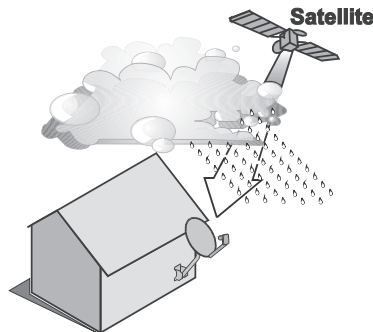
Satellite television uses a satellite in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellite to stay aligned over one place on the surface of the Earth.

Once the satellite dish is aimed at the satellite, the satellite dish does not have to move to follow it.

Satellite Signal Quality

Rain and Snow Fade

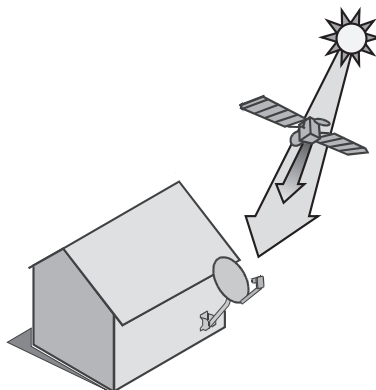
Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal during installation, you can help prevent rain and snow from interrupting the signal. Your service returns after the weather condition has passed.



Tip: If you lose your picture, it's most likely due to heavy rain, snow, or snow build-up on your dish.

Solar Interference

Twice a year, the sun moves to a position behind the DISH satellite as it orbits the Earth. The exact time of the year that this occurs varies, depending on the location, but it is near the beginning of spring and again near the beginning of autumn. The period of solar interference lasts for a few minutes at about the same time everyday for a few days during the spring and autumn, so do not be alarmed when it happens.

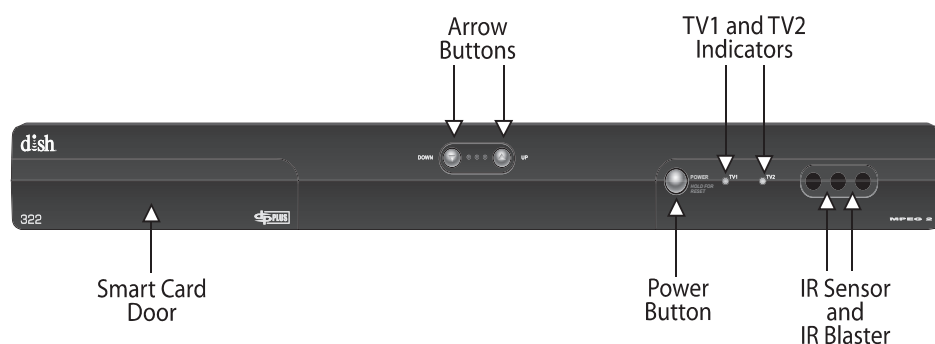


This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers. During this period, you are not be able to see programs on DISH. Once the sun has moved from behind the satellite, the programs reappear.

Chapter 2

Receiver Description and Installation

Receiver Front Panel



Smart Card Door

Behind this door is a slot for a future smart card. No smart card is included with this receiver.

Arrow Buttons

Use the ARROW buttons to change channels on the nearby TV.

Power Button

Press the POWER button to turn the TV1 programming on or off to the nearby TV.

TV1 and TV2 Indicators

- When the green TV1 indicator is on, the receiver is providing programming to the nearby TV through the TV1 output connections.
- When the blue TV2 indicator is on, the receiver is providing programming to the remote TVs through the TV2 output connections.

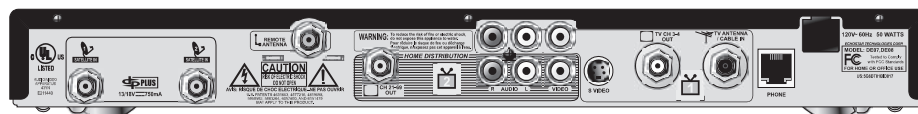
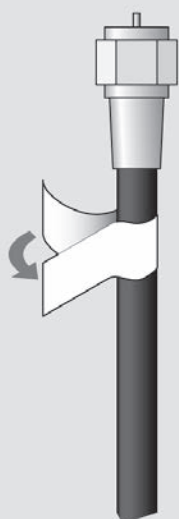
Note: If you see the DISH logo displayed on your TV screen, press the SELECT or blank POWER button on the remote control to view satellite TV programming.

IR Sensor and IR Blaster

The INFRARED (IR) SENSOR receives IR signals from Remote Control 1. The IR BLASTER transmits IR signals to control a VCR to perform automated recordings.

Receiver Back Panel

Tip: The six coaxial connections on the back of your receiver are color coded to make the connectors easy to identify. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections. See the installation instructions starting on page 19 for information on how to use the stickers that go on the coaxial cables.

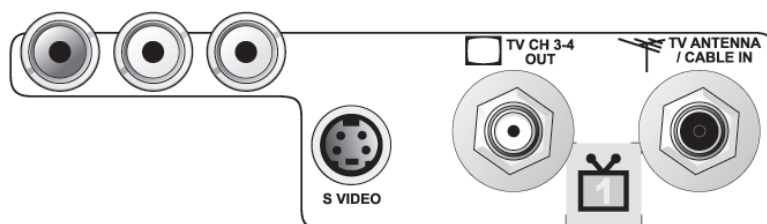


The receiver connections on the back panel are placed in three groups:

- **TV1 Connections**—Use these connections with the nearby TV.
- **TV2 Connections**—Use these connections with the remote TV(s).
- **Other Connections**—Use these connections with the satellite dish antenna, UHF antenna, and phone line.



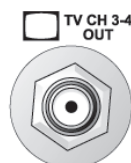
TV1 Connections



The following connections provide TV1 menus and programming to the nearby TV.

TV CH 3-4 OUT

The **CH 3-4 OUT** connection provides good quality video and mono (non-stereo) audio to your nearby TV. Use a coaxial cable to make the connection. The **CH 3-4 OUT** connection is color-coded white.



RCA Out

The **RCA** audio/video outputs provide high quality picture and stereo sound to the nearby TV (if your TV has these connections). Use an RCA-type cable assembly to make the connection. If the TV has only one input for this type of audio, connect it to the right (R) phono (RCA) audio output on the receiver.



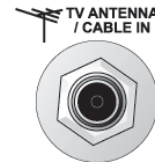
S-Video Out

The **S-VIDEO** connection provides the highest quality video available to your nearby TV (if your TV has this connection). Use an S-Video cable to make the connection. If you use this back panel output for video between your receiver and nearby TV, you must still connect the audio using the **PHONO (RCA) AUDIO LEFT/RIGHT OUTPUTS** and Phono (RCA) cables.



TV Antenna/Cable In

The **TV ANTENNA/CABLE IN** is used if you want the satellite receiver to connect the tuner of the nearby TV to an off-air antenna or cable TV system when the satellite receiver is turned off or when using the TV/VIDEO button on Remote Control 1. Use a coaxial cable to make this connection to an off-air antenna or cable TV system. The **TV ANTENNA/CABLE IN** connection is color-coded black. Your nearby TV must be connected to the **CHANNEL 3-4** output to use this feature.



Tip: If you connect a cable to the **TV ANTENNA/CABLE IN** port, attach the black sticker to the cable near where it attaches to the receiver. The stickers are located inside the front cover of this guide.



TV2 Connections



The following connections provide TV2 menus and programming to the remote TVs.

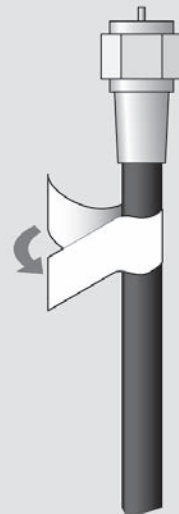
Ch 21–69 OUT

The **CH 21–69 OUT** connection provides good quality video and mono (non-stereo) audio for the remote TV(s). Use a coaxial cable to make this connection to your home cable system. Remote TVs connected to the home cable system can receive programming from this receiver output. The **CH 21–69 OUT** connection is color-coded yellow.



When connecting to the home distribution (**CH 21–69 OUT**) coaxial port, you must meet requirements covered under *FCC Compliance* in the *Appendix* (see page 117). To meet these requirements, an in-line coaxial attenuator has been included and may need to be installed using the following guidance:

- If connecting directly to a TV tuner port, you must install the attenuator in the cable between the **CH 21–69 OUT** port and the TV tuner.
- 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 install the attenuator for most in-home cabling systems.



Receiver Description and Installation

RCA Out

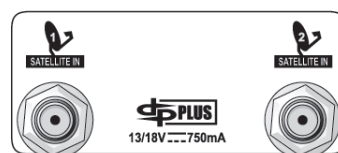
The **RCA** audio/video outputs provide high picture quality and stereo sound to your TV (if your TV has these connections). These outputs can be used to provide TV2 menus and programming to a wireless audio/video transmitter or to a second input on a nearby TV. Use an RCA-type cable assembly to make the connection. If the TV has only one input for this type of audio, connect it to the right (R) phono (RCA) audio output on the receiver.



Other Connections

Satellite In

The **SATELLITE IN** connections are used to receive satellite TV signals from the dish antenna. The connection is made using RG-6 coaxial cable. The **SATELLITE IN** connections are color-coded blue.



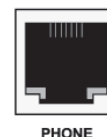
Remote Antenna

The **REMOTE ANTENNA** port receives UHF signals from the Remote Control 2 so that it can control TV2 menus from another room. Connect the UHF antenna here, and place it so that it does not touch anything. If you do not connect the antenna, you cannot use Remote Control 2 to control the receiver for TV2 menus and programming. The **REMOTE ANTENNA** port is color-coded green.



Telephone Jack

The **TELEPHONE JACK** is used to connect the receiver to an active telephone line. Use a standard RJ-11 telephone cable assembly to make the connection.



Remote Controls

The two remote controls give you easy 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. These devices can be a TV, a VCR or DVD player, and a third device.

Types of Remote Controls



Remote Control 1 uses infrared (IR) light signals to control **TV1** menus for the nearby TV and other devices that the remote is programmed to control. IR signals travel only short distances (40 feet or less), and cannot go through walls or other solid objects. You must point the remote control directly at the device, with no objects blocking the line of sight. 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 TVs. UHF Pro signals travel long distances and go through walls and other solid objects. To use Remote Control 2 to control the receiver, you must attach the UHF antenna to the receiver back panel (see *Attach a UHF Antenna* on page 18). Remote Control 2 uses IR signals to control other devices that the remote is programmed to 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.

Receiver Description and Installation

Batteries

The remote controls come with AAA batteries, which need to be installed when you first receive your system. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example alkaline or carbon zinc, and don't mix batteries of different kinds.

Installing or Changing the Batteries

1. Press down on the battery cover's top latch and slide the cover off.
2. If you are changing out batteries, 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 cover back into place.



Low Battery Warning

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



Attach a UHF Antenna

You need to attach the UHF remote antenna to the receiver's back panel **REMOTE ANTENNA** input so you can use UHF Pro Remote Control 2.

Note: Be sure to set the antenna straight up so you can use the remote control from as far away as possible. Don't let the antenna touch anything.





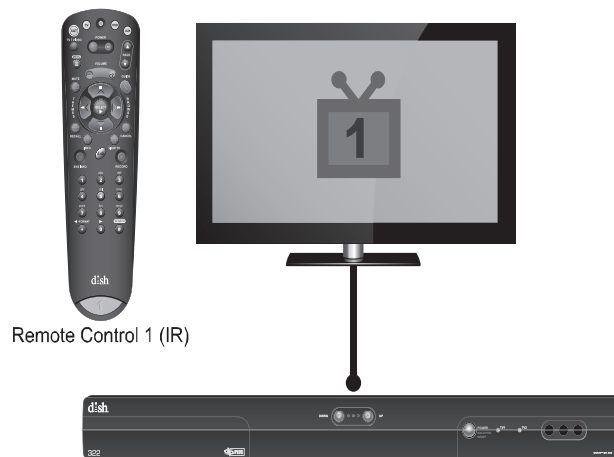
Attention: If your UHF Pro Remote Control 2 isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try any or all of the following:

- Place the receiver higher than all of the other equipment in your entertainment center.
- Provide room above the receiver so that the antenna can be installed straight up. If this is not possible, tilt the UHF antenna at about a 30° angle.
- Place the UHF antenna outside the entertainment center by using a coaxial cable to connect the antenna to the receiver.
- Try moving the receiver to other locations.
- Attach a UHF attenuator to the **REMOTE ANTENNA** port (see page 33).

Connecting the Receiver to a Nearby TV

This section describes how to connect receiver **TV1** output ports to a nearby TV. The easiest way to connect the receiver to the TV is using coaxial cable connections, but you may also use **RCA** or **S-Video** outputs.

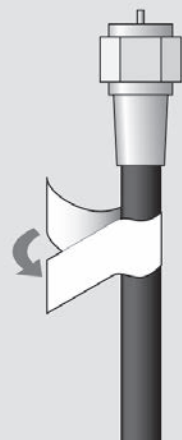
Nearby TV



Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color-coded the same way as the coaxial connections.

Coaxial Cable Connections (TV1)

1. Connect a coaxial cable from the **CH 3-4 OUT** output on the receiver to the nearby TV's tuner port.
2. Place the white **CH 3-4 OUT** sticker on the cable near where the cable connects to the receiver (see the picture in the margin).
3. Plug in the power cord for the receiver.
4. Turn on the receiver with the front panel power button and make sure the green TV1 indicator is lit.



Receiver Description and Installation

Tip: The channel stickers are located inside the front cover of this guide.

5. Turn on the nearby TV.
6. Tune the TV to channel 3.
7. You should see the **Point Dish** screen.
8. If you do not see the correct screen, tune the TV to channel 4.

Note: If you want to change the channel that the **CH 3-4 OUT** connection provides to your TV, see *Changing the TV1 and TV2 Output Channels* on page 26.

9. If you want a reminder of which TV channel (3 or 4) to tune for watching satellite programming, place one of the channel stickers (3 or 4) near or on your TV.

RCA and S-Video Connections (TV1)

1. Connect one of the following video cables:
 - **RCA** video cable (yellow) from the receiver TV1 outputs to the nearby TV's **RCA** video input.
 - **S-VIDEO** cable from the receiver TV1 outputs to the nearby TV's **S-VIDEO** input.
2. Connect the **RCA** audio cables (red and white) from the receiver TV1 outputs to the nearby TV's audio inputs. If the TV has only one input for this type of audio, connect it to the right (R) phono (RCA) audio output on the receiver.
3. Make sure your nearby TV is on and set to receive TV from the correct audio and video inputs. Refer to the instructions that came with your TV.
4. Plug in the power cord for the receiver.
5. Turn on the receiver with the front panel power button and make sure the green TV1 indicator is lit.
6. You should see the **Point Dish** screen.

Confirm Remote Control 1 Operation

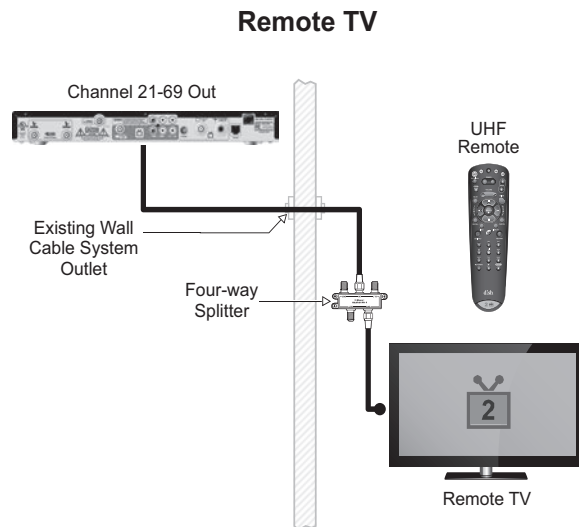
After the nearby TV has been connected to a TV1 output using one of the methods above, do the following to confirm that the IR Remote Control 1 controls the receiver:

1. Make sure that fresh batteries are installed properly in the IR Remote Control 1.
2. Press the **SAT** button to put the IR Remote Control 1 in SAT mode to control the satellite receiver.
3. Use the Remote Control 1 arrow keys to move around the **Point Dish** screen. If you are able to move around in the **Point Dish** screen, you confirmed that Remote Control 1 is controlling the receiver.

Tip: 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).

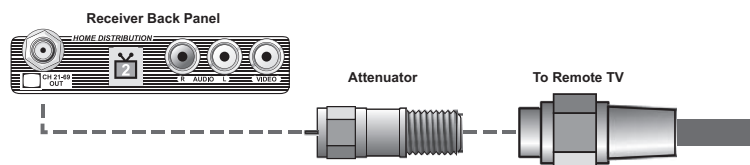
Connecting the Receiver to the TV(s) in Another Room(s)

This section describes how to connect the receiver **CH 21–69 OUT** connection to the cable-ready remote TV located in another room away from the receiver. 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 DISH at 1-800-333-DISH (3474).



Note: When connecting to the home distribution (**CH 21–69 OUT**) coaxial port, you must meet the FCC requirements in the *Appendix* (see page 117). To meet these requirements, an in-line coaxial attenuator has been included with your receiver and may need to be installed using the following guidance:

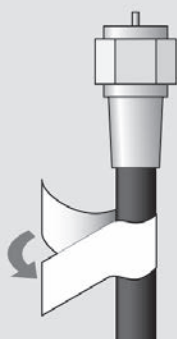
- If connecting to your in-home cabling system to distribute the signal to a TV(s) in other rooms, in most cases you will not have to install the attenuator on the **CH 21–69** port for typical in-home cabling systems.
- If connecting directly to a TV tuner port, you must install the attenuator in the cable between the **CH 21–69 OUT** port and the TV tuner.



If you have an off-air antenna or cable connected to your in-home cable system, see *Optional—Connecting to an Off-Air Antenna or Cable* following this section (see page 31).

Receiver Description and Installation

Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color coded the same way as the coaxial connections.



Channel: _____

Air/Cable: _____



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

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

Note: If you do not have an existing in-home cable system, you will need to run coaxial cable to each TV in other rooms. If this is too difficult, you may want to contact a professional to do this installation.

2. Place the yellow sticker on the **CH 21-69 OUT** cable near where the cable attaches to the receiver. See the tip in the margin.
3. Make sure batteries are installed in Remote Control 2 and the UHF antenna is attached to **REMOTE ANTENNA** port on the receiver.
4. Make sure the receiver's blue TV2 indicator is off. If it is on, turn it off by doing the following:
 - a. Press the **SAT** mode button on Remote Control 2 to put the remote control in **SAT** mode.
 - b. Press the **POWER** button on Remote Control 2 and make sure the receiver's TV2 blue indicator turns off.
5. Connect the tuner input of the remote TV(s) in other rooms to an existing wall cable outlet using a coaxial cable.
6. Turn on every remote TV connected to the in-home cabling system.
7. Find three channels next to each other on one of your remote TVs that does not pick up any signals from off-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 pickup any broadcasts, pick these channels since they fall into the range below for cable channels. Make sure these three channels on other remote TVs also do not pick up broadcasts.

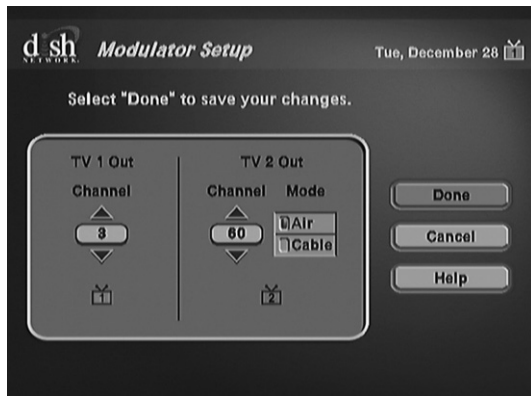
- **Air Mode**—Select a channel between 21 and 69.
- **Cable Mode**—Select a channel between 73 and 125.

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

8. Pick the channel in the middle of the three you selected in step 7. Write that channel down in the blank provided in the margin. For example, if the three channels you picked in the preceding step were cable channels 75, 76, and 77, pick channel 76 and write it in the margin.

Connecting the Receiver to the TV(s) in Another Room(s)

9. If your TV is in off-air mode for the channels you picked in step 7, write “Air” in the blank provided in the margin. If your TV is in cable mode for the channels you picked in step 8, write “Cable” in the blank provided in the margin.
10. Set all of your remote TV(s) to the channel mode (Off-Air or Cable) you wrote in the margin.
11. Tune all of your remote TV(s) to the channel you wrote in the margin. This is the channel you will use to receive your satellite programming.
12. Turn on the nearby TV (the TV that gets programming from the TV1 outputs).
13. Press the **POWER** button on Remote Control 1 to turn on the receiver's green TV1 indicator.
14. You should now be looking at the **Point Dish** screen on your nearby TV. Select the **Modulator Setup**, if shown. If the option is not shown, press **MENU 6-1-5** on Remote Control 1 to get to the **Modulator Setup** screen.

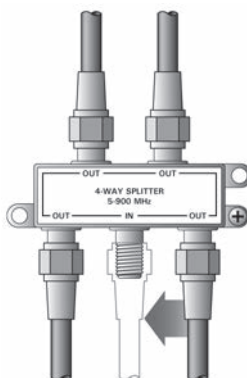


15. With the **Modulator Setup** screen displayed on the nearby TV, use Remote Control 1 to do the following:
 - a. Under **TV2 Out**, select either **Air** (for off-air channel numbers) or **Cable** (for cable channel numbers) based on what you wrote down in the margin in step 9.
 - b. Under **TV2 Out**, use the up and down arrow buttons to change the modulator channel to the one you wrote in the margin in step 8.
 - c. Select **Done** to save the changes.
16. Using Remote Control 2, press the **POWER** button and make sure the receiver's blue TV2 indicator turns on.
17. For some TVs, you must run a channel scan so that the TVs will find and display the selected channel from the receiver. Run channel scan on all remote TV(s), if available. See your TV user guide for instructions.
18. Confirm that you see a picture from the receiver TV2 output, likely the **Point Dish** screen, on your remote TV(s).
 - If your picture looks good, go to step 26.
 - If your TV(s) do not have a picture or if it is not as clear as you would like it to be, go to the next step.

Receiver Description and Installation

19. You may need to change the cable connection on the splitter that sends the TV signal throughout your house. Move the cable coming from the receiver **CH 21-69 OUT** from the output of the splitter to the input of the splitter using the instructions below.

The following figure shows an example of what your splitter may look like. Your splitter may look different. The places where the splitter indicates **OUT** refers to all TVs connected to your cable system. The places where the splitter indicates **IN** refers to where the signal is fed into the splitter.



1 Input, 4 Output (4-Way) Splitter

20. Find where the TV signal is distributed throughout your house. It should be near where the cable TV service enters the house.
21. Disconnect the cable TV service cable or antenna cable from the splitter input, if necessary. Make sure the disconnected cable is capped or otherwise protected from the weather.
22. Disconnect the cable coming from the receiver **CH 21-69 OUT** port from the splitter. If you do not know which cable this is, go to the next step. Otherwise, go to step 24.
23. If you have multiple TVs on the cable system, do the following to determine which cable on the splitter is coming from the receiver:
 - If you have at least some picture on your TV(s), turn on all remote TVs connected to the cable system. Disconnect and reconnect each cable one by one, observing what happens to the TV(s). When all remote TVs lose the signal, you have disconnected the receiver's cable. If only some or one TV loses the signal, then you have disconnected a cable from the TV(s).
 - If the above step does not work, disconnect one of the output cables and connect to the splitter input. If you do not see a picture, connect the cable back to its output. Repeat this step on every connection until you get a picture on the remote TV(s).
24. Reconnect the receiver's cable to the input of the splitter.
25. Make sure you have a good picture on your remote TV(s).
26. To remind you which TV channel your satellite programming is on, write the channel number you wrote in step 8 on a blank channel sticker and place it on or near your remote TV(s).

Tip: The channel stickers are located inside the front cover of this guide.

Confirming Remote Control 2 Operation

After the remote TV(s) have been connected to the **CH 21–69 Out**, do the following to make sure Remote Control 2 controls the receiver:

1. Press the **SAT** button to put Remote Control 2 in SAT mode to control the satellite receiver.
2. From a remote TV, use the Remote Control 2 arrow keys to move around the **Point Dish** screen. If you are able to move around in the **Point Dish** screen, you confirmed that Remote Control 2 is controlling the receiver.

Tip: 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).

Programming the Recover Button

Your remote controls come equipped with a RECOVER button that helps you if you accidentally change the channel or video input on your remote TV and cannot get the picture back from your satellite receiver. When you press the RECOVER button as described on page 41, the remote control sends commands to your remote TV to change channels or video inputs to try to get you back to watching satellite programming.



When your Remote Control 2 is shipped from the factory, the RECOVER button is set up restore satellite TV viewing by tuning your TV to channel 3, 4, and other inputs (see page 41 for details). However, to use the RECOVER button with your remote TV, you need to program the RECOVER button with the specific channel (for example, channel 60) that you use to watch TV2 programming. The following instructions describe how to program the RECOVER button to tune your remote TV back to a selected channel.

Programming the Recover Button Channel

1. Program Remote Control 2 to control your remote TV using the instructions in *Control Other Devices with the Remote Controls*.
2. Press and hold the TV mode button until all the other mode buttons light up, and then let go of the button. The TV mode button flashes.
3. Press the **STAR (*)** button.
4. Enter the three digits of your channel number. For example, if your remote TV is set to channel 60, enter 0-6-0.
5. Press the **POUND (#)** button. The TV mode button flashes three times.



◀/FORMAT



SEARCH



Removing the Recover Button Channel Programming

The following instructions describe how to reset the RECOVER button to the way it was delivered to you from the factory.

1. Press and hold the TV mode button until all the other mode buttons light up, and then let go of the button. The TV mode button flashes.
2. Press the STAR (*) button.
3. Press 0-0-0.
4. Press the POUND (#) button. The TV mode button flashes three times.



◀/FORMAT



SEARCH



Changing the TV1 and TV2 Output Channels

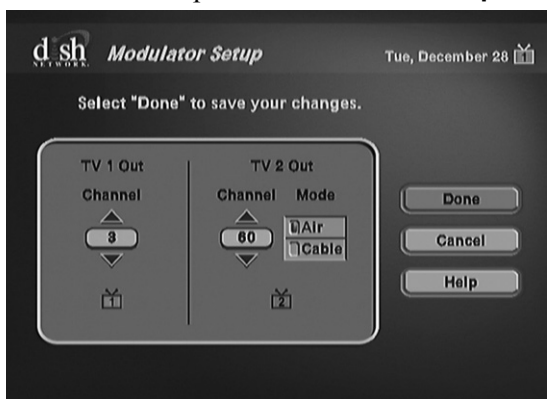
The receiver comes preset to use channel 3 for **TV1** and off-air channel 60 for **TV2**. If you are experiencing interference on the channels you are using, follow these instructions to change the channel that **TV1** or **TV2** uses.



Make sure you are familiar with how to change channels on your TV and if necessary how to switch your TV between off-air and cable channels. When you change these receiver output channels, you must also change the channels on your TV(s) to tune to these channels to see the video from the receiver. See your TV user guide for instructions.

Tip: It's easier to set the output channel from the opposite TV. For example, if you are changing the output on TV1 (nearby TV), use TV2 (remote TV) to make the change. When you save the changes, simply remember to change the channel on the nearby TV.

1. Press MENU-6-1-5 to open the **Modulator Setup** screen.



2. For **TV1 Out**, highlight the number under **TV1 Out**. For **TV2 Out** skip to step 4.
3. Use the UP and DOWN ARROW buttons to change the modulator channel either **3** or **4**. Continue to the next step to set **TV2 Out** or skip to step 7 if you are finished making changes.
4. For **TV2 Out**, select either **Air** (for off-air channel numbers) or **Cable** (for cable channel numbers).

Connecting the Receiver to the Phone Line

5. Highlight the number under **TV2 Out**.
6. Use the **UP** and **DOWN ARROW** buttons to change the modulator channel to one of the following:
 - **Air Mode**—Select a channel between **21** and **69**.
 - **Cable Mode**—Select a channel between **73** and **125**.
7. Select **Done** to save the changes.
8. Change the channel on your TV(s) to match the channel(s) you selected.
9. To remind you which TV channel was tuned to get satellite programming, place a channel sticker near or on your TV to indicate the correct channel.
10. If you changed your **TV2 Out** channel, repeat *Programming the Recover Button* (see page 25).

Tip: The channel stickers are located inside the front cover of this guide.

Connecting the Receiver to the Phone Line

Keep the receiver connected to an active telephone line so you can order pay-per-view programs and use all of the DISH Interactive features.

Note: You may be able to use a wireless telephone extender. However, this may not support all the features of this receiver, such as Caller ID.

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 the DISH. You can obtain a filter from your DSL provider.

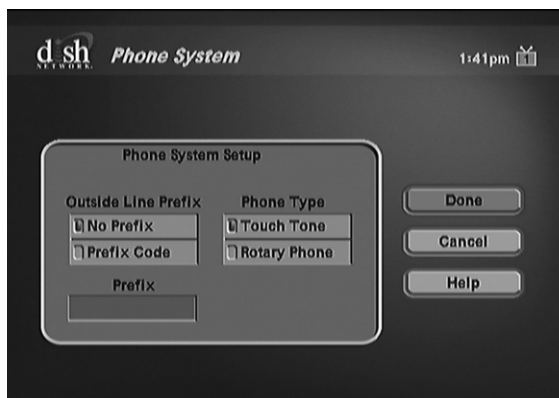
Phone Line Connection

Run a telephone cable with a standard RJ-11 connector from the receiver's back panel **PHONE JACK** to an active telephone connection.

Phone System Setup

You must also set up the receiver for your telephone system (touchtone or rotary/pulse), and set a telephone number prefix, if you need a prefix to make an outside call.

1. Display the **Phone System** screen by pressing **MENU-6-1-4**.



Receiver Description and Installation

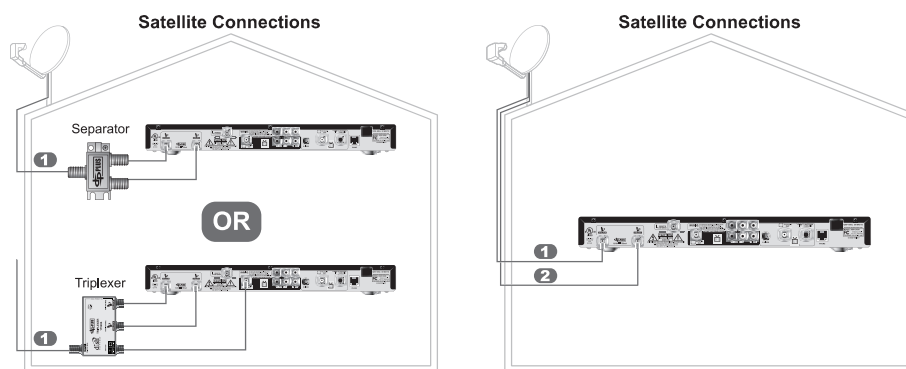
2. Select the **Touch Tone** or the **Rotary/Pulse** option in the **Phone Type** list.
3. Select either the **No Prefix** or the **Prefix Code** option in the **Outside Line Prefix** list.

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.

4. If you selected the **No Prefix** option, select **Save** to finish.
5. If you selected the **Prefix Code** option, the receiver highlights the box (highlighting the top box) where you must enter the digits. To do this, do the following:
 - a. Enter the number of digits required to obtain an outside line in the top box.
 - b. Move the highlight to the bottom box.
 - c. Enter the exact sequence you dial the phone to obtain an outside line in the bottom box.
 - d. Select the **Save** option to save the settings.

Connecting the Receiver to a Dish Antenna System

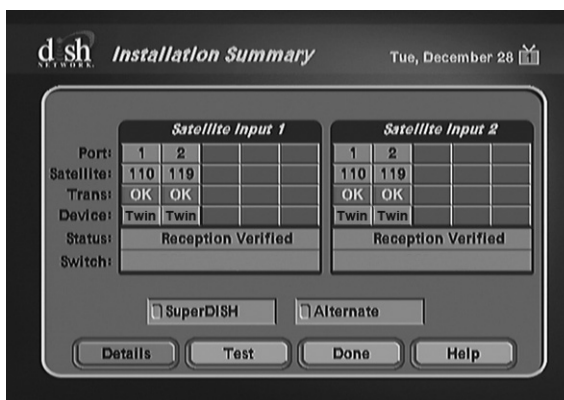
Note: Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding sections on connecting your TVs to the receiver. Once you have a dish antenna system installed and peaked for maximum signal strength, complete the following instructions to connect the dish antenna system to the receiver.



1. Connect the cables to the **SATELLITE IN 1** and **SATELLITE IN 2** ports on the receiver's back panel as illustrated in the Satellite Connections diagrams above.

Connecting the Receiver to a Dish Antenna System

2. 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.
3. On Remote Control 1, press the MENU-6-1-1 to display the **Point Dish/Signal** screen on the nearby TV.
4. Select **Check Switch**. When an attention screen displays, select **Test**.
5. The receiver begins performing the **Check Switch** tests. When it is finished, the **Installation Summary** screen displays.
Note: Your **Installation Summary** screen may differ from the one displayed below.

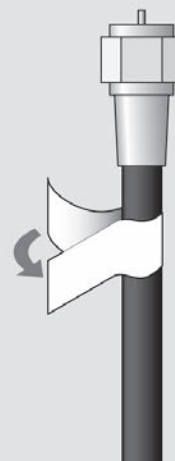


6. Make sure that the information on the **Installation Summary** screen identifies your system correctly and shows all transponders for all satellites in your system. Your screen may look different from the example above depending on the dish antenna system you are using.
7. Select **OK** to go to the **Point Dish/Signal** screen.
8. Select **Cancel** to exit the **Point Dish** menu. An **Attention** screen will open asking if the mounting and positioning of your dish is complete with a **Locked** indication in the **Point Dish** screen. If the answer is yes, select **Yes**.

If the answer is **No**, you need to repoint your dish following the preceding steps until the mounting and positioning is complete, and you have the **Locked** indication.

9. After you select **Yes**, the receiver begins taking a software upgrade. A **Warning** appears stating that **Vital program information will now be downloaded into your receiver**. A status bar showing the progress of this upgrade also appears.

Tip: Using cable labels makes it easy to tell which cables connect to the receiver ports. Inside the front cover of this guide are stickers that are color-coded the same way as the coaxial connections.



Receiver Description and Installation

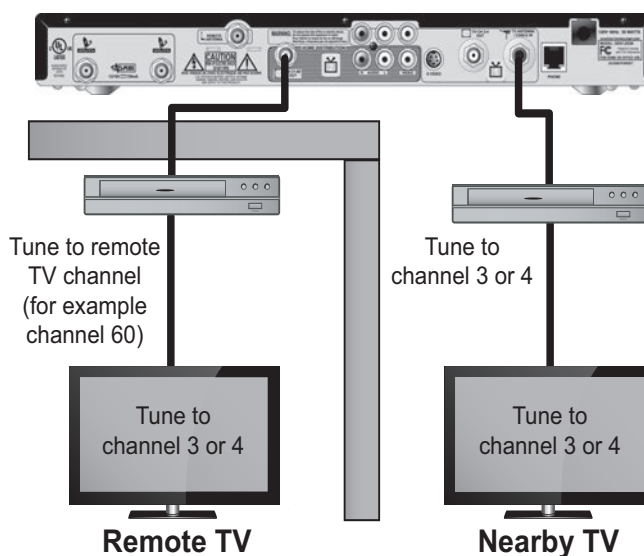
10. Once the software upgrade is complete, a message appears stating that your receiver's memory is being upgraded.
11. Do not disturb the receiver while the receiver's memory is being upgraded.

Note: If you are installing other DISH Pro or DISH Pro Plus receivers, be sure to run **Check Switch** on all of them and allow them to take the necessary software upgrade.

12. When the memory upgrade is complete, you should be watching TV. Your dish antenna installation is now complete.

Optional—Connecting VCRs to the System

The diagram below provides an example of how to connect VCRs to your satellite TV system. Your installation may be different.



Connecting a VCR to the Nearby TV

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

1. Connect a coaxial cable from the **CH 3-4 OUT** output on the receiver to the nearby VCR's tuner port.
2. Connect a coaxial cable from the output on the VCR to the nearby TV's tuner port.
3. Plug in and turn on the nearby VCR and TV.
4. Set the VCR output to Channel 3 or 4 as set on page 26.
5. Tune the nearby VCR and TV to Channel 3 or 4 as set on page 26.

Connecting a VCR to the Remote TV

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 26.
5. Set the VCR output to channel 3 or 4.
6. Tune the remote TV to the same channel that you set your VCR to in step 5.

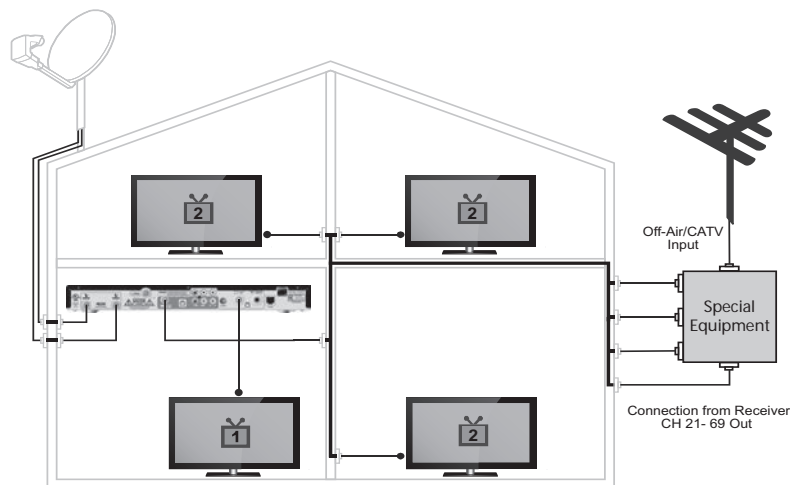
Optional—Connecting to an Off-Air Antenna or Cable

If you want to receive channels from an off-air antenna or cable in addition to your satellite receiver programming, connect the off-air antenna/cable into your TV distribution equipment.

For the nearby TV receiving programming from **CH 3–4 OUT**, the off-air antenna cable needs to be connected to the **TV ANTENNA/CABLE IN** port.

For remote TVs receiving programming from **CH 21–69 OUT**, the off-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 off-air antenna/cable and the satellite TV receiver to prevent you from accidentally retransmitting DISH programming (see *FCC Compliance* in the *Appendix* on page 117).

TV distribution equipment devices include coax panels, amplifiers, or super home nodes, and are available through many companies.



Optimize Your Remote Controls

Change the Address

Tip: You can also use this procedure to change the **Primary Remote Address** for Remote Control 1 on a nearby TV, if necessary.

When you receive your system, both remote controls and the receiver have been set to communicate on address 1. However, because UHF signals travel long distances and go through walls, a neighbor's UHF Pro remote could control your receiver by mistake if they are on the same address. To solve this problem, you can change the address on Remote Control 2 and the receiver as follows:

1. Turn on the TV.
2. With the receiver off, press **CHANNEL UP** or **CHANNEL DOWN** on the receiver's front panel to display the **System Info** screen on a remote TV.

The **System Info** screen shows the **Secondary Remote Address**.

Write down this address: _____

3. Press and hold the **SAT** button on Remote Control 2 for about three seconds, until all of the mode buttons light up, and then release the **SAT** button.
4. Use the **NUMBER PAD** buttons to enter any number between 1 and 16, but not the one you wrote in step 2.

Write down the number you entered: _____

5. Press the **POUND (#)** button. If you entered the address correctly, the **SAT** mode will flash three times.
6. Press the **RECORD** button.
7. Make sure the **Secondary Remote Address** you see on the **System Info** screen is the same as the one you entered in step 4. If it isn't, the remote cannot control the receiver. Return to step 3.
8. Press the **SELECT** button to close the **System Info** screen.



Check the Remote Control Address

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

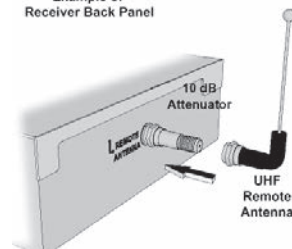
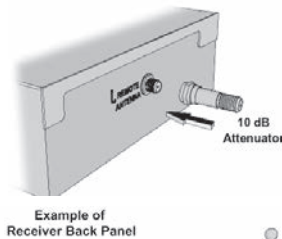
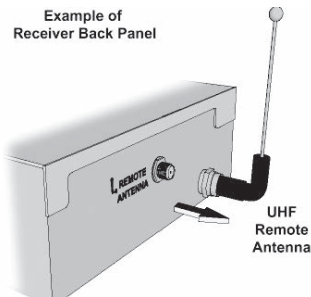


Attach a UHF Attenuator

Stray UHF signals can block signals from the remote control to the receiver. To prevent blocks, you can install a 10 dB attenuator (you can buy one from a consumer electronics parts store).

Note: This will help keep out stray UHF signals, but also reduces how far away you can use the remote control.

1. Take the UHF antenna off of the receiver's back panel UHF Remote Antenna input.
2. Put a 10 dB attenuator onto the UHF Remote Antenna input.
3. Put the UHF antenna onto the attenuator.




Setting Up TV1 to Operate in UHF Pro

You can set your receiver to operate your TV1 using another UHF Pro remote control (sold separately) by completing the following instructions:




If you set up your DISH 322 to operate the side using UHF Pro, the two UHF Pro remotes for this receiver will interfere with each other when operated at the same time. This may prevent the remotes from operating the receiver momentarily.

1. Perform the following using an existing remote control:
 - a. Open the **TV1 UHF Pro Setup** screen by pressing MENU-6-1-8 on the remote control.
 - b. Select **Enable** from the **TV1 UHF Pro Setup** screen.
 - c. Select **System Info** to open the **System Info** screen.
 - d. Move the highlight to the address for the **Primary Remote Address** as shown below. This is important—if you do not do this, your remote will change the receiver's **Secondary Remote Address** and cause your Remote Control 1 to control the  side of your receiver.




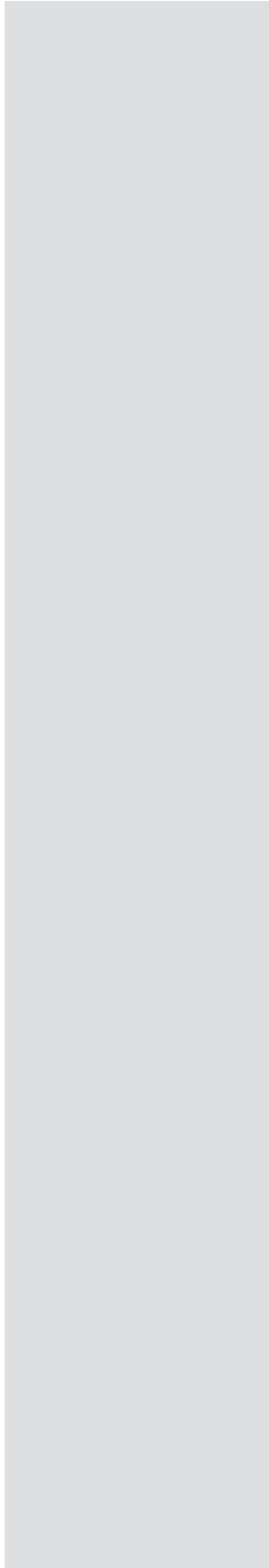
Note: Highlight the **Primary Remote Address**.

2. Perform the following using the UHF Pro remote that you are going to use to control TV1:
 - a. Press and hold the **SAT** mode button about three seconds, until all the mode buttons light up, and then let go of the **SAT** button. The **SAT** mode button will blink.
 - b. Use the **NUMBER PAD** buttons to enter any number from 1 to 16, except for the number shown by the **Secondary Remote Address**. The **SAT** mode button goes out after you enter each digit, and then lights up again.
Write down the number you entered: _____
 - c. Press the **POUND (#)** button. If you entered the address correctly, the **SAT** mode button will flash three times.
 - d. Press the **RECORD** button.
 - e. Make sure the **System Info** screen shows that the **Primary Remote Address** shows  **UHF Pro and IR** and that this address matches the number you entered in step b.

Setting Up TV1 to Operate in IR

The following instructions describe how to set up TV1 to operate in IR only.

1. Perform the following with an existing remote control:
 - a. Open the **TV1 UHF Pro Setup** screen by pressing MENU-6-1-8 on the remote control.
 - b. Select **Disable** from the **TV1 UHF Pro Setup** screen.
 - c. Select **System Info** to open the **System Info** screen.
2. Using an IR remote control, such as a Remote Control 3.4, that you intend to use to control TV1:
 - a. Press the **RECORD** button. The **Done** button should be highlighted.
 - b. Make sure the **System Info** screen shows that the **Primary Remote Address** shows  **IR**.



Chapter 3

Using the System

Using the Remote Controls

This section describes how to use the remote controls with your satellite receiver. The remote control must be in **SAT** mode for the buttons to control the satellite receiver. You can also use the remote to control your VCR and other devices (see *Control Other Devices with the Remote Controls* on page 75).



SAT Mode Button

Press the **SAT** mode button to set the remote to **SAT** mode and to control the receiver. The **SAT** mode button's back light turns **ON** briefly to show that the remote is set to **SAT** mode.



Power Buttons

Press the blank **POWER** button to turn the TV1 or TV2 (depending on which remote is being used) on or off. Press the **TV POWER** button to turn the TV on or off.

Note: You must program the remote to control your TV for the **TV POWER** button to work as described. See page 75 for instructions.

MENU



Menu Button

Press the **MENU** button to open the **Main Menu**.



Page Up and Page Down (Arrow) Buttons

Press the **PAGE UP** button or the **PAGE DOWN** button to move, page by page, through the **Program Guide**, a **Theme** list, a **Favorites List**, an **Event Timers** list, or a list of channels.

MUTE



Mute Button

Press the **MUTE** button to turn off the TV sound. Press it again to restore the TV sound.

Note: You must program the remote to control your TV for the **MUTE** button to work as described. See page 75 for instructions.

Tip: 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).



Volume Button

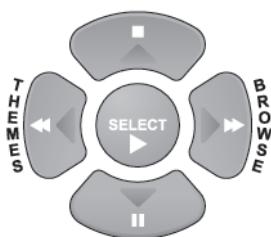
Press the minus (-) side of the **VOLUME** button to lower the TV volume. Press the plus (+) side of the **VOLUME** button to raise the TV volume.

Note: You must program the remote to control your TV for the **VOLUME** button to work as described. See page 75 for instructions.



Guide Button

Press the **GUIDE** button to open the **Program Guide**. When the **Program Guide** is open, press this button to switch among **Favorites Lists**.



Arrow Buttons

- Change channels—Press the **UP** or **DOWN ARROW** button to change channels.
- Open the **Browse Banner**—Press the **RIGHT ARROW** button.
- Show **Themes**—Press the **LEFT ARROW** button.
- Move around within the **Program Guide**, menus, and **Browse Banner**—Press the **UP**, **DOWN**, **LEFT**, and **RIGHT ARROW** buttons.

TV / VIDEO



TV/Video Button

If you connect the receiver using its back panel **TV ANTENNA/CABLE IN** and **CHANNEL 3–4** connections, use this button to switch the receiver **CHANNEL 3–4** output between the satellite programming and another video signal such as cable or broadcast TV antenna connected to the receiver's **TV ANTENNA/CABLE IN**.



Select Button

Press the **SELECT** button to select the option you highlight in a menu.



Recall Button

Press the RECALL button to go back to the last satellite receiver channel you were watching. Press it again to switch between the last two satellite receiver channels you were watching.



Info Button

- Program information—Press the INFO button for more information when you watch a program, or when you have the **Program Guide**, **Browse Banner**, or **Themes** list open.
- Help—Press the INFO button to see help information when a **Help** button appears in a menu.



View TV Button

Press the VIEW TV button to close all menus and go to watching programming. Press the VIEW TV button to briefly display the **Program Banner** while watching a program.



Cancel Button

Press the CANCEL button to cancel and go back to the previous menu or to watch a program.



Sys Info Button

Press the SYS INFO button to display the **System Info** screen.



Dish Button

Press the DISH button to go to **Dish Home**.



Number Pad Buttons

When watching a program or with the **Program Guide** open, use these buttons to enter a channel number to change to that channel.

- When the **Program Guide** is open, you can skip ahead and then back a number of hours. Just enter the number you want to skip ahead (or back), and then press the **RIGHT** (or **LEFT**) **ARROW** button.
- Use these buttons to enter menu option numbers instead of highlighting the option and then pressing the **SELECT** button.
- Use these buttons to enter numbers in a menu:
 - Highlight the place where you want to enter the first number, and press the appropriate number buttons on the remote.
 - Use the **LEFT** or **RIGHT ARROW** button to move the highlight to the next place where you want to enter a number. When you are done entering numbers, press **SELECT**.
- Use the letters above the **NUMBER PAD** buttons while in the **Search** menu. For example, when looking for the channel and times to watch *Rudy Frenmel 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” (see *Using Themes and Search* on page 59).

◀/FORMAT



Star Button

Press the **STAR** button to backspace while using the search function of your receiver.



Zero Button

Press the **ZERO** button to forward space while using the search function of your receiver.

SEARCH



Pound Button

Press the **POUND** button to display the **Search** screen. Also, you use this button in several procedures in this *User's Guide*.



Recover Button

Press the RECOVER button if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite receiver. When you press the RECOVER button as described below, the remote control sends commands to your TV to change channels or video inputs to try to get you back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (see *Chapter 4—Reference* for troubleshooting information).

The following setup is required to use the RECOVER button:

- The remote control must be set up to control the TV and, if installed, the VCR (see page 75).
- If a VCR is installed, make sure it is connected as shown on page 30.
- On a remote TV, the RECOVER button must be programmed to tune your remote TV to the specific channel to receive TV2 programming (for example, channel 60), using the instructions on page 25.

To use the RECOVER button, complete the following instructions:

1. Press and hold the RECOVER button until all four mode buttons light, and then let go of the button. The SAT mode button flashes twice and then all four mode buttons flash three times.
2. Press the RECOVER button. Wait for the TV or VCR mode button to flash once and then all four mode buttons to flash once.
3. If you see the **System Info** screen, press the SELECT button to close the screen. You have recovered your satellite video.
4. If you do not see the **System Info** screen, repeat steps 2 and 3 until you have recovered your satellite video.

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

Note: If the RECOVER button is not programmed to a specific channel, the RECOVER button 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 the RECOVER button up to 30 times to recover your satellite TV video. If the RECOVER button is programmed to a specific channel (see page 25), the RECOVER button will tune the TV to the specific channel (for example, channel 60).

Tip: 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).

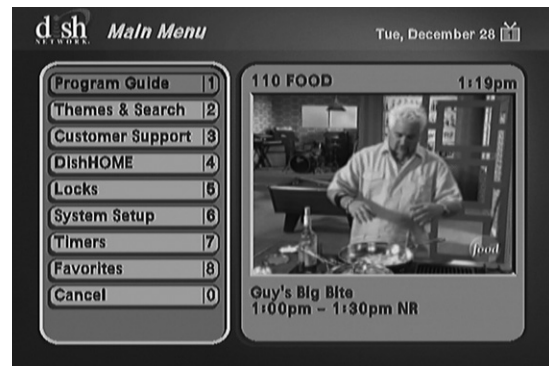
Using the Menus

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

Open and Close Menus

You can open the menus in either of two ways:

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

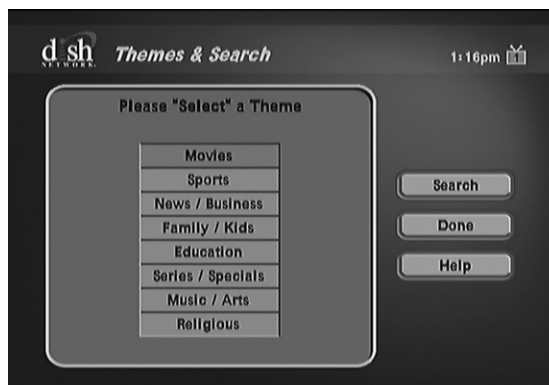


- Use the matching buttons on the remote control: Open the **Program Guide**.

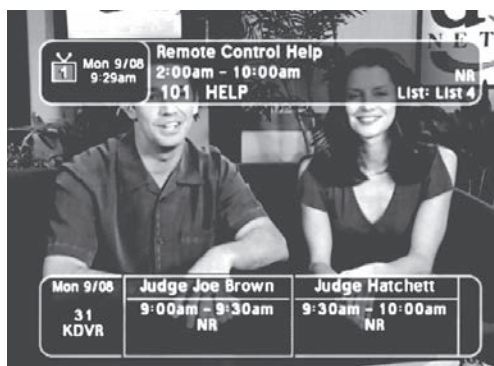
GUIDE



- When watching a program, open the **Themes and Search** menu.



- Display the **Browse Banner**.



- To close a menu and return to watching a program, press either the **VIEW TV** or **CANCEL** button.

Note: If you do not do anything in a menu for several minutes, the menu automatically closes. This discards any changes you made and displays the program you were watching.

Highlighting Menu Options

To highlight a menu option, use the remote control **ARROW** buttons to move the on-screen highlight to the menu option. When you do move the on-screen highlight, the option becomes amber. The highlight is like the one that you may have seen on a computer screen.

Selecting Menu Options

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

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

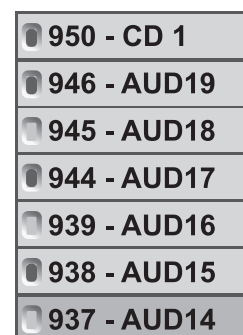
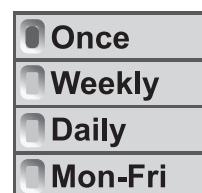


List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option 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.



Highlighting a Choice in a Menu List

Use the remote control **ARROW** buttons to move the highlight to the desired item in the list. The black arrows on the list show where you can move the highlight.

Selecting a Choice in a Menu

To select a choice in a list, highlight the choice and then press the remote control **SELECT** button. Make sure you select the **Save** or **OK** option to save your choice. Select the **Cancel** or **Done** option to discard your choice.

Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press the remote control **VIEW TV** button.
- If you want to return to the previous menu, press the **CANCEL** button.
- Wait a few moments and the menu closes automatically, discarding any changes you have made. If this does not work, you must finish the procedure.



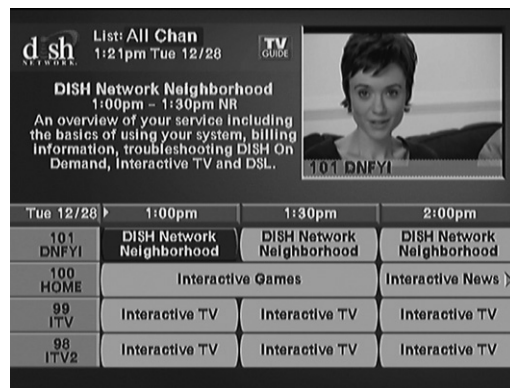
Changing Channels

There are three ways to change channels:

- Press the **UP** or **DOWN ARROW** buttons.
- Use the **NUMBER PAD** buttons.
- Press **GUIDE** and then select the channel from the **Program Guide**.
- Press **BROWSE** and then select the channel from the **Browse Banner**.

Using the Program Guide

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, and to buy pay-per-view programs.



The **Program Guide** shows which **Favorites List** is active. If the **All Chan** list is active, the Program Guide shows all of the channels available from DISH. If the **All Sub** list is active, the **Program Guide** displays only the channels in your subscription. When another list is active, the **Program Guide** displays only the channels in that list. For more information, see *Using Favorites Lists* on page 49. The **Program Guide** shows programs that are on now and that are scheduled up to two days in advance. The guide does not show programs that have ended.

Tip: If the program is on a channel that is not part of your subscription, the channel will be in red.

Tip: When using the Program Guide, do you want to know who is in the movie you're about to watch? Press the **INFO** button to find out. When you're finished, press the **CANCEL** button to return to the Program Guide.

Tip: Selecting a program that is not on yet will open the Timers menu. See page 52 for information on setting timers.

Changing the Channel in the Program Guide

1. Press **GUIDE** to open the **Program Guide**.



GUIDE



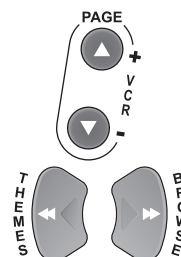
2. Choose a channel using either of the following:
 - Use the **NUMBER PAD** buttons to enter the channel number. The **Program Guide** displays a block of channels including the one that you just entered.
 - Use the **ARROW** buttons to move the highlight to the channel.
3. Press the **SELECT** button to change to the new channel.
4. Press the **CANCEL** button to close the **Program Guide** without changing the channel.



Scrolling Through the Program Guide

There are two ways to scroll through the **Program Guide**:

- Scroll by channel—Press the **PAGE UP** or **PAGE DOWN** button to scan, page by page, through the listing of channels.
- Scroll by time—Enter the number of hours that you want to skip, using the **NUMBER PAD** buttons. Then, press the **LEFT** or **RIGHT** **ARROW** button.



Displaying Program Information

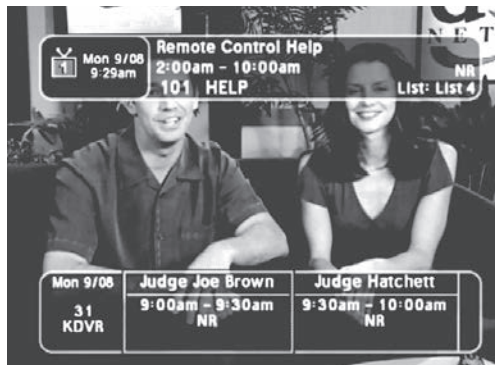
The Program Banner

The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the TV screen every time you change the channel or press the remote control **VIEW TV** button.



The Browse Banner

You can use the **Browse Banner** to change channels or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top and **Browse Banner** information at the bottom of the TV screen.



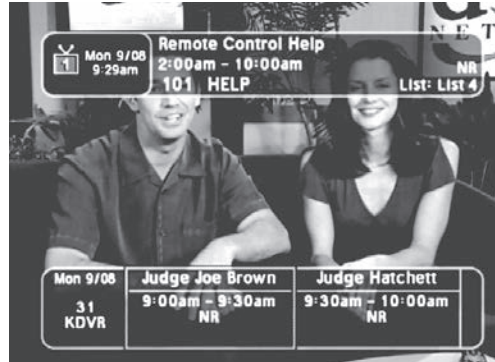
Note: If the **All Chan Favorite** list is active, the **Browse Banner** displays all the channels. If the **All Sub** list is active, the **Browse Banner** displays only the channels in your subscription. If a **Favorites List** is active, the **Browse Banner** displays only the channels in that list.

If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the **Browse Banner** does not display such channels.

Tip: When using the Browse Banner, do you want to know when the movie you're about to watch was made? Press the INFO button to find out. When you're finished, press the CANCEL button to return to the Program Guide.

Using the Browse Banner

1. Press the BROWSE (RIGHT ARROW) button to open the Browse Banner.



2. Change the channel displayed on the **Browse Banner** by doing one of the following:

- Enter the channel number for the program that you want, using the NUMBER PAD buttons.
- Press the UP or DOWN ARROW to display the next channel.

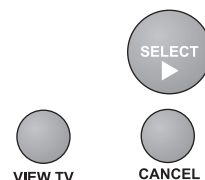


3. Press the RIGHT ARROW button multiple times to highlight the next programs. Press the LEFT ARROW button to return to the current program.



4. Close the **Browse Banner** by doing one of the following:

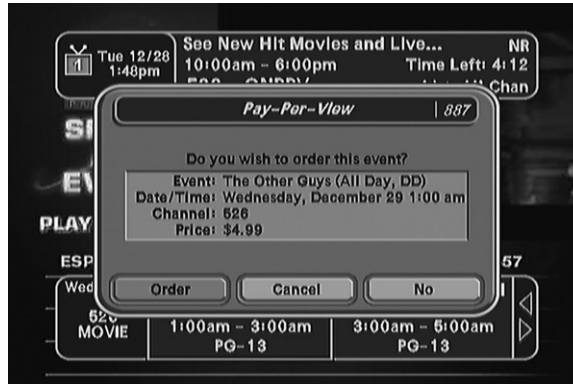
- Press the SELECT button to watch the program.
- Press the VIEW TV or CANCEL button to close the Browse Banner without changing the channel.



Tip: If you choose a program that is on next, you'll see a Timers menu. See page 52 for more information.

Ordering Pay-Per-View Programs

1. Highlight the desired pay-per-view program in the **Program Guide** and press the **SELECT** button. A message similar to the following displays:



2. To buy the pay-per-view program, select the **Yes** option. The receiver displays a confirmation menu.

Note: Once you confirm an order for a pay-per-view program, you cannot cancel the order and you will be billed for it.

3. Select **Yes** if you want to confirm your purchase.

If you do not want to purchase the pay-per-view program, select the **No** or **Cancel** option.

Using 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. You can have an unlimited number of favorite channels but they must be grouped into no more than four lists. For example, one **Favorites List** could have 100 channels and a second list only 10. Or all four lists could have 50 channels each.

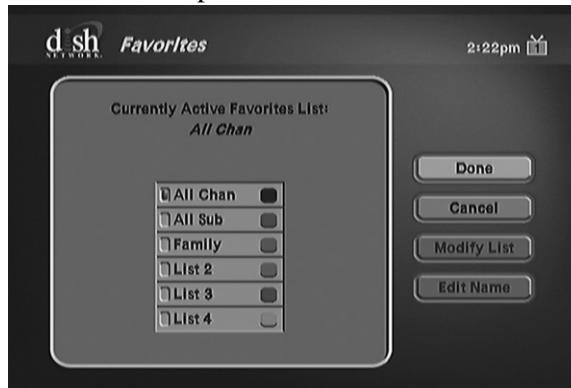
- When you make a **Favorites List** active, the **Program Guide** displays only the channels in that list. Also, the receiver skips channels that are not on the list when you use the remote control **UP** or **DOWN ARROW** button to change channels.
- The **All Chan Favorites List** contains all the channels. You cannot make any changes to the **All Chan** list.
- The **All Sub Favorites List** contains all the channels in your subscription. You cannot make any changes to the **All Sub** list, except by changing your subscription.
- Each **Favorites List** has a unique color in the **Program Guide**. You can give each list a name. When you first get the receiver, the four lists are named **List 1**, **List 2**, **List 3**, and **List 4**. The lists are empty until you add channels to them.

Note: If you choose a program using **Theme**, the receiver tunes to the channel for that program whether or not that channel is on the active **Favorites List**.

Creating or Changing a Favorites List

You can create, add channels to, and remove channels from a **Favorites List**.

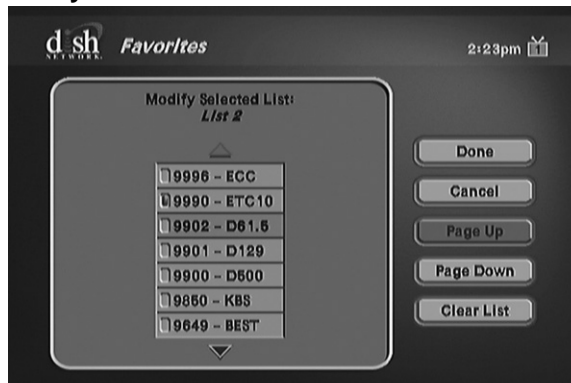
1. Press the MENU-8 to open **Favorites**.



2. Select the **Favorites List** that you want to create or change.

Note: You cannot modify the **All Chan** or **All Sub** lists.

3. Select **Modify List**.



4. In the **Channels** list, highlight a channel you want to add to the **Favorites List**.
5. Press **SELECT** to add the highlighted channel to the **Favorites List**. A dot appears next to the channel.
6. Repeat steps 4 and 5 until you have added all the channels that you want.
7. To delete a channel from the **Favorites Lists**, select the channel in the list. The dot next to the channel disappears.
8. Select the **Done** option to save all changes to the **Favorites List**.

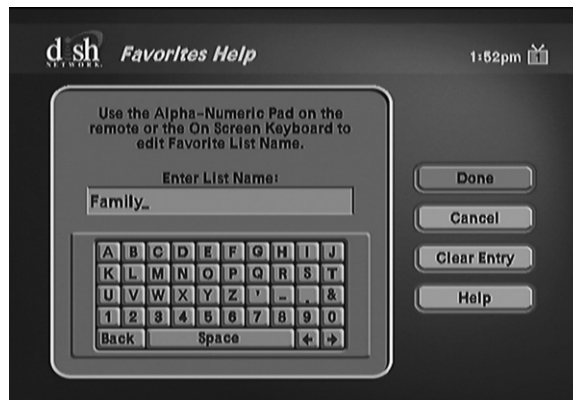
Note: If you try to save a **Favorites List** with no channels, you will see an error message.

Naming a Favorites List

1. Press MENU-8 to open **Favorites**.
2. Select the **Favorites List** that you want to change.
3. Select the **Edit Name** option.

Note: You cannot change the name of the **All Chan** or **All Sub** list.

4. Enter the list's name by doing one of the following:
 - Use the virtual keyboard to type the list's name.
 - Use the remote control **NUMBER PAD** to enter the letters in the **Enter Name** box. Numbers 2 through 9 have telephone-style numbers written above them. To enter an **H**, for example, press 4 twice because H is the second letter listed above the 4 on the **NUMBER PAD**.



- You can enter up to eight characters, including spaces. If needed, select the space option to insert a space in the name or the **Back** option to correct a letter.

Note: A list must have at least one character. Two lists cannot have the same name. TV1 and TV2 can have lists with the same names.

Note: At any time, you can select the **Clear Entry** option to clear the name.

5. Select the **Done** option to save all changes.

Making a Favorites List Active

If the **Program Guide** is open, press the **GUIDE** button to select the next **Favorites List**. Press the **GUIDE** button repeatedly to scan through all the available lists.

Note: This works only if you have added channels to the **Favorites List**. If you have not created any **Favorites List**, pressing the **GUIDE** button switches the receiver between the **All Chan** and **All Sub**.

Remember: Most TV programs and films are copyrighted. In some cases, copyright law may apply to private, in-home recording.

Using Timers

Event timers let you set up the receiver to tune to future programs and/or record them on a VCR (TV1 only). An “event” is a program, sports event, pay-per-view movie, or anything else on satellite TV.

- You can set an automatic event timer for a program listed with start and stop times in the **Program Guide**. This can be a program that comes on each day or each week.
- A manual event timer lets you set custom start and stop times for a timer.

Note: If you want to have the **Event Timer** record to a VCR, you must set up the receiver to control the VCR (see page 57).

Event Timer Types

Reminder—Reminds you that a program is about to start.

Auto-Tune—Reminds you that a program is about to start and tunes the receiver to the program when it begins.

VCR—Reminds you that a program is about to start, tunes the receiver to the program when it begins, and starts your VCR. This timer is available through TV1 menus only.

Note: You can record only the program to which the receiver is tuned. If you open any menu while recording a program on videotape, the menu also will be recorded. If a program time changes by more than twenty-four hours, the timer will not operate.

Event Timer Frequency

Once—Applies to a one-time program. If the program time changes, this timer operates at the new time. The receiver deletes this timer when the timer operates.

Mon.-Fri.—Applies to a program that is scheduled for Monday through Friday on the same channel at the same time each day.

Daily—Applies to a program that is scheduled for Monday through Sunday on the same channel at the same time each day.

Weekly—Applies to a program that is scheduled for once a week on the same channel at the same time on the same day.

Before an Event Timer Operates

Two minutes before an event timer operates, the receiver displays a small clock on the TV screen. This clock disappears when the program begins. While the clock is displayed, you may do either one of the following:

- Press the **CANCEL** button to clear the symbol from the TV screen. This does not affect the timer; it will operate.
- Press the **INFO** button to see more information on the event timer. If you do this, you will have the following choices:

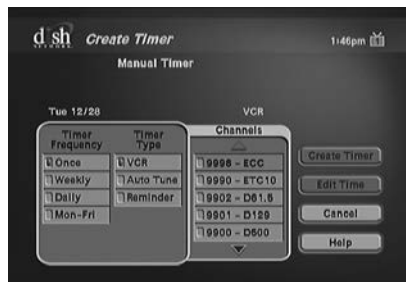


- Select the **OK** or **Cancel** option to continue with the event timer.
- Select the **Stop Timer** or **No** option to stop the event timer.

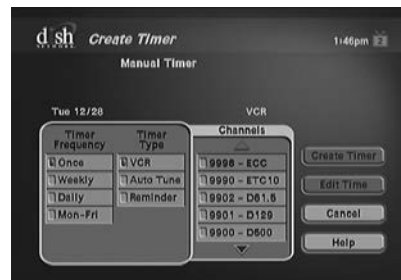
Note: This stops only this instance of a **Mon.-Fri.**, **Daily** or **Weekly** timer. The timer will operate the next time it is scheduled. To stop all operations of such a timer, you must delete the timer. For a **Reminder Event Timer**, instead of having the option to stop the timer, you have the option to tune to the program.

Setting Up an Automatic Event Timer

1. Select a future program using the **Browse Banner**, **Themes** menu or the **Program Guide**. One of the following **Create Timer** screens displays:



TV1



TV2

2. Select a **Timer Frequency** option. Notice that a mark displays in the box.
3. Select a **Timer Type**. The **Create Timer** screen shown on the left is for TV1 and has a **VCR Timer Type** option. This **Timer Type** is not available for TV2 (shown on the right).
4. Select the **Create** option to save the event timer.
5. The receiver displays a timer symbol in the **Program Guide**.

Tip: 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).



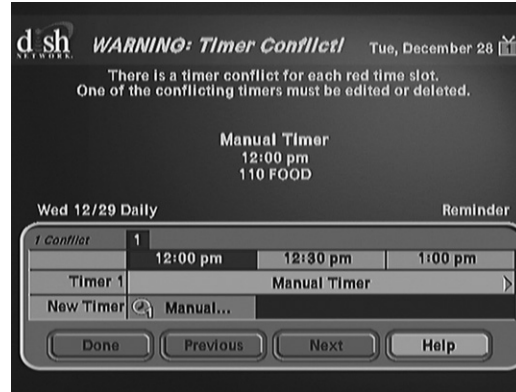
Setting Up a Manual Event Timer

1. Press the **MENU** button.
2. Select the **Timers** option.
3. Select the **Create** option. The receiver displays the **Create a Manual Event Timer** menu.
4. Select a **Timer Type** option.
Note: VCR timers are available through TV1 menus only.
5. Select a **Timer Frequency** option.
6. Select a channel by doing one of the following:
 - Highlight a channel using the **UP** or **DOWN ARROW** button. Then, press the **SELECT** button.
 - Enter a channel number using the **NUMBER PAD** buttons.
7. Select the **Edit Time** option. The receiver displays the **Set Date/Time for Manual Timer** menu.
8. Use the **NUMBER PAD** buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time**, (this includes selecting **AM** or **PM**).
9. Use the **NUMBER PAD** buttons to enter the **Date**.
10. Select the **Create Timer** option.
11. To create another event timer, do one of the following:
 - Select the **Create** option again.
 - If you do not want to create another event timer, press the **CANCEL** button.

Note: You cannot set a manual event timer for a pay-per-view event.

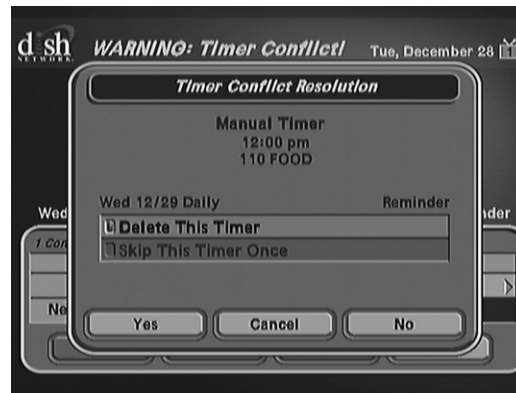
Overlapping Timers

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



When the **Timer Conflict** screen displays, resolve the conflict by doing the following:

1. Select one of the timers. The **Timer Conflict Resolution** pop-up displays.



2. When **Timer Conflict Resolution** displays, select one of the following choices:
 - **Delete This Timer**—Removes the timer completely.
 - **Edit This Timer**—You can edit the timer to resolve the conflict.
 - **Skip This Timer Once**—Select this option if you are creating a timer for a special program (**Once**) and have a timer set for a program you watch regularly (**Mon.-Fri, Daily**, or **Weekly**). For example, you want to set a timer for an awards show (**Once**), but it conflicts with the timer for a news program (**Mon.-Fri, Daily**, or **Weekly**). Select the timer for the news program and then select **Skip This Timer Once**.
3. Select **Yes** to close the **Timer Conflict Resolution** pop-up.
4. Select **Done**.

Maximum Number of Event Timers

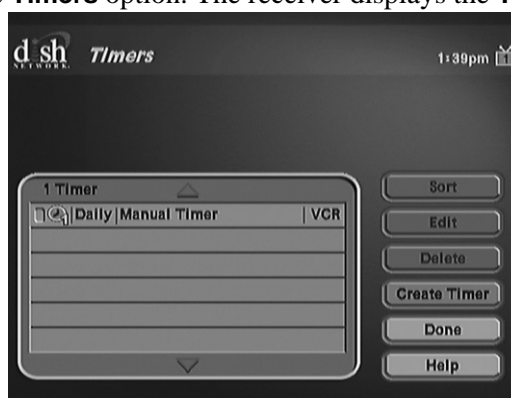
You can create a limited number of event timers. If you try to create more, the receiver displays a menu giving you the option to delete an existing timer. If you do not delete an existing timer, you will not be able to create any new ones.

Reviewing and Editing Event Timers

You can review and edit both automatic and manual event timers. If you need to change an event timer, you can edit almost any feature of an event timer.

Note: If you edit an automatic timer, it becomes a manual timer. The manual event timer operates at the times you set, not the actual program times.

1. Press the **MENU** button.
2. Select the **Timers** option. The receiver displays the **Timers** menu.



3. Select the event timer that you want to edit. A mark appears in the box next to the event timer.
4. Select the **Edit** option. You may change the **Timer Type**, **Timer Frequency**, or **Channel**. To do this, select each option that you want.
5. If you want to change the **Start Time**, the **End Time**, or the **Date**, select the **Edit Time** option to display the **Edit Time for Manual Timer** menu. Otherwise, skip to step 8 of this procedure.
6. Use the number buttons to enter the **Start Time** (this includes selecting AM or PM) and the **End Time** (this includes selecting AM or PM), if applicable.
7. Use the **NUMBER PAD** buttons to enter the **Date**.
8. Select the **Create Timer** option.

Deleting an Event Timer

1. Press the **MENU** button.
2. Select the **Timers** option. The receiver displays the **Timers** menu.
3. Select an event timer(s) that you want to delete. A check mark appears in the box next to the event timer(s).
4. Move the highlight to **Delete** and press **SELECT** on the remote.

Special Considerations When Using Event Timers

- **For Locked Programs**—You must enter the receiver password before you can create an automatic event timer. You can create a manual event timer for a locked program without entering the password. However, if you do this, when the event timer operates the receiver may display only an error or password entry menu. If you have set a **VCR Event Timer**, the VCR will record only that menu.
- **For Pay-Per-View Programs**—You must order a pay-per-view program before you can 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 event timer operates the receiver may display only an error. If you have set a **VCR Event Timer**, the VCR will record only that menu.

Event Timer Performance when the Receiver is Off

If the receiver is OFF at the time an Auto-Tune or VCR Event Timer is scheduled to operate, the receiver will turn ON. Once the event has ended, the receiver will turn OFF, unless you pressed any remote control or receiver front panel buttons during the time that the timer was active.

If the receiver is OFF at the time a **Reminder Event Timer** is scheduled to operate, the timer will turn the receiver ON and tune it to the channel you last watched. The receiver will then display the reminder menu. You will have a few seconds to respond. If you do not respond to the reminder menu, the receiver will turn OFF.

Setting Up the Receiver to Control a VCR (TV1 Menu Only)

To use VCR Timers, connect the receiver back panel outputs to the audio/video inputs on the VCR (see your VCR user's guide for instructions). Before you can use **VCR Timers**, you must set up the receiver to control the VCR. If the receiver cannot control the VCR, use an **Auto-Tune Timer** to tune the receiver to the channel you want to record. Use the timers built into the VCR to start and stop the VCR at the right times.

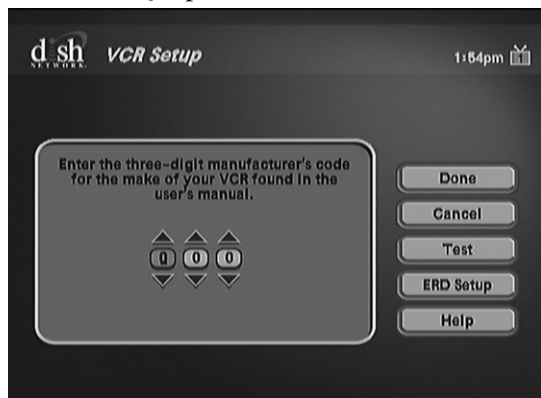
The receiver transmits an IR signal from the front panel to control the VCR. This signal is much stronger than the signal the remote uses, so it can bounce off walls or other objects on its way to the VCR. This works in most home setups. However, shelves or smoked glass doors between the receiver front and the VCR may block the signal. Also, if the signal must cross a very large room, or bounce off curtains, it may not be strong enough to control the VCR. Make sure that nothing blocks the signal, and that the signal can bounce off relatively nearby, light-colored, smooth surfaces.

Tip: 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).

Note: VCR setup is only available through TV1 menus.

To set up TV1 to control a VCR, use Remote Control 1 at the nearby TV and do the following:

1. Press the **MENU** button.
2. Select the **System Setup** option.
3. Select the **Installation** option.
4. Select the **VCR Setup** option.



5. Set the VCR code by doing one of the following:
 - Enter the 3-digit VCR code number from the tables starting on page 101, using the **NUMBER PAD** buttons.
 - Highlight each digit of the VCR code, and press the **UP** or **DOWN ARROW** button until you reach the correct number and then press **SELECT**.
6. Make sure the VCR is connected to one of the TV1 outputs and is set to display from the TV1 output to the nearby TV. Consult your VCR user's guide.
7. Make sure the VCR is turned on. Insert a rewound tape on which you want to record.

Note: The receiver only starts and stops the VCR recording, but does not turn ON the VCR, so you must do this yourself.
8. To test the new code, highlight the **Test** option. The receiver displays a message warning you to make sure the VCR is turned ON.
9. Press the **SELECT** button to start the test. Your VCR records for a few seconds, stops, and then rewinds. The receiver displays a message saying that your VCR test is complete. Follow the instructions on the message. If your VCR did not do the test, enter another code from the table. Repeat step 8 and this step.
10. Once you have found the correct VCR code, select the **Save** option to save the VCR code you entered and return to the **Installation and Setup** menu.

Setting Up a VCR for VCR Timers

After you have properly set up the receiver to control the VCR during VCR timers, complete the following to set up the VCR to operate when you set a VCR timer.

1. Turn the VCR on. Make sure you keep the VCR on because the receiver cannot turn the VCR on for you.
2. Insert a tape. A blank, rewind tape makes the best recording.
3. If you need to change the VCR settings (tape length or channel), see the instructions that came with your VCR.

Using Themes and Search

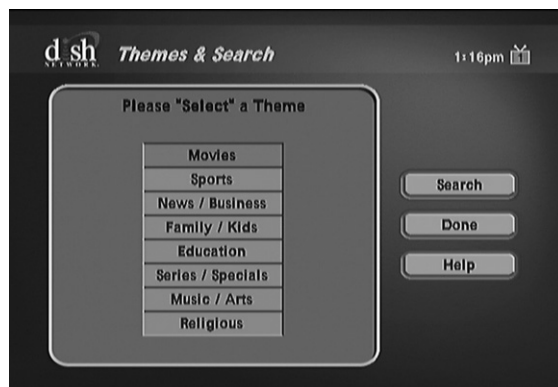
The **Themes and Search** feature of your receiver makes it easy to find programs to watch. This menu allows you to search for programming by themes (movies, sports, etc.) or by keywords used in the program information.

Themes

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.

1. Open the **Themes and Search** menu by doing one of the following:

- While watching a program, press the **LEFT ARROW** button.
- Press the **MENU** button, and select the **Themes** option.



2. Select the option for a category.
3. Select the desired program in the program list.
Note: If the program you highlighted is on some time in the future, the receiver opens the **Create An Event Timer** menu. See *Using Timers* on page 52 for more information.

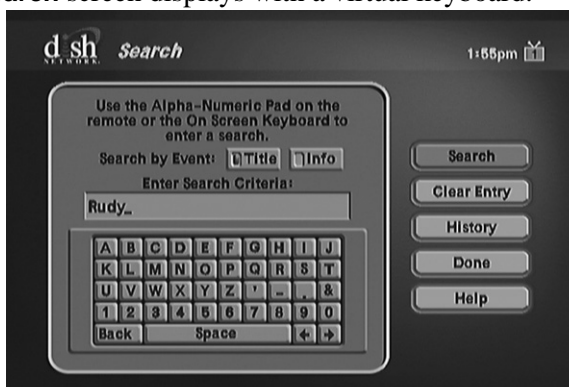
Search

- Open the **Search** screen by doing one of the following:
 - Press the **Pound (#)** button on the remote control.
 - While watching a program, press the **LEFT ARROW** button to display the **Themes and Search** menu. Then select **Search**.
 - Press the **MENU** button, and select the **Themes** option to display the **Themes and Search** menu. Then select **Search**.
- The **Search** screen displays with a virtual keyboard.

SEARCH



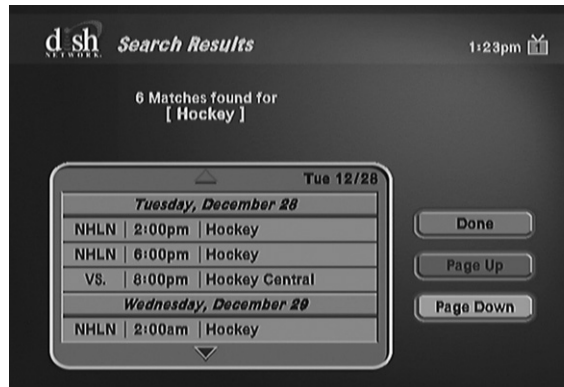
MENU



- You can search for events two ways:
 - Select **Title** to search for the words that appear in the title of a program.
 - Select **Info** to search for words that are in the program description.
- Enter the information in that space provided in one of two ways:
 - Use the virtual keyboard to type the information in the space provided.
 - Use the letters above the **NUMBER PAD** buttons while in the **Search** menu. For example, when looking for the channel and times to watch *Rudy Fremmel 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.”

Tip: Use Search History instead of the keyboard if you've searched for the program or information before.

5. Select **Search**.



6. When the receiver displays the **Search Results**, you have the following options:
 - Use the **UP** and **DOWN ARROW** buttons to scroll through the results.
 - Use the **PAGE UP** and **PAGE DOWN** buttons to scroll a page at a time.
 - Select **Page Up** or **Page Down** to scroll a page at a time.
7. Select one of the programs to watch, or select **Done** to close the **Search Results** screen.

Note: If you select a program that is on now, the receiver tunes to that program. If you select a program that is on in the future, you will have to set a timer. See page 52 for more information on event timers.

Search History

After you have searched for programs or other information, your receiver builds a history. TV1 and TV2 keep separate **Search History** information. You can use the **Search History** instead of typing the information again with the virtual keyboard.

1. Press the Pound (#) button to open the **Search** screen.
2. Select **History** to display the **Search History** screen.

SEARCH



3. At the **Search History** screen, you have the following options:
 - **Search**—Select one of the items and then select **Search**.
 - **Edit**—Select one of the items and then select **Edit** to make changes.
 - **Delete**—Select one of the items and then select **Delete**.
 - **Delete All**—Select **Delete All** to clear the **Search History**.

Using Locks



When you unlock programming delivered by the TV2 outputs to your in-home cabling system, you are allowing all TVs connected to your in-home cabling 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 inappropriate programming. Consult your TV user's guides for instructions to set up V-Chip protection.

Note: Locks for programming on the TV1 outputs for the nearby TV are set using the TV1 menus. Locks for programming on the TV2 outputs to remote TVs are set using the TV2 menus. The section below applies to locks set by either TV1 or TV2 menus. Locks set for TV1 programming are separate from locks set for TV2 programming.

How to Set Locks: A Two Step Process

1. Create the locks that you want.
2. Lock the receiver.

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

When You Have Locked the Receiver

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

Locking and Unlocking the Receiver

You must lock the receiver for any receiver **Locks** you set to take effect. To lock the receiver, you must first create a password. If you forget your password, you will need to speak with a Customer Service Representative. If you have a Personal Identification Number (PIN), you will need to give it to the Customer Service Representative. See page 71 for information on PINs.

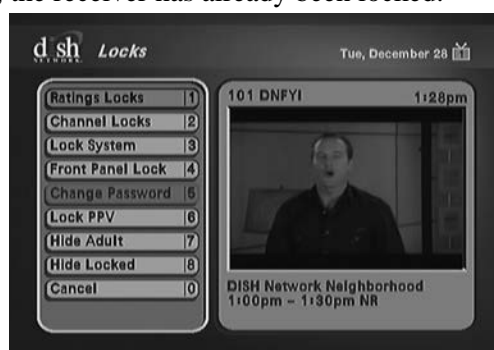
1. Press the **MENU** button to display the **Main Menu**.



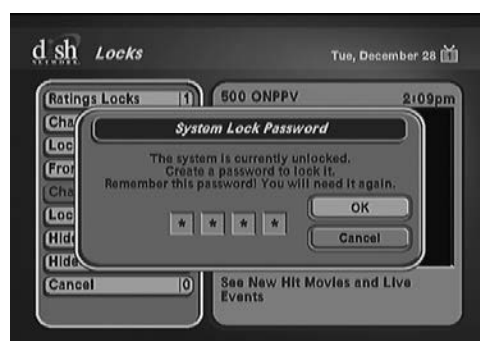
2. Select the **Locks** option to display the **Locks** menu.



Note: If the receiver displays a message prompting you to enter a password, the receiver has already been locked.



3. Select the **Lock System** or **Unlock System** option. The receiver displays a message prompting you to enter a password to lock the system.



4. Enter and verify a password, using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** button. Press **SELECT**.
5. Memorize your password. From now on, you must enter this password to lock or unlock the receiver.
6. Select the **OK** option. Confirm the password by re-entering it. All the locks you have set are now in effect.

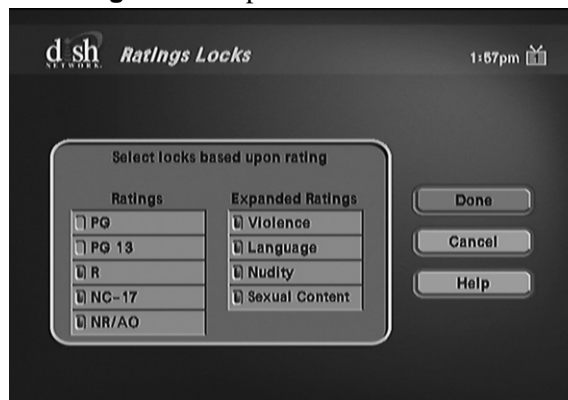
Creating or Changing Rating (Content) Code Locks

1. Press the **MENU** button.
2. Select the **Locks** option.
3. If the receiver is locked, enter the password using the number pad buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
4. Select the **Ratings Locks** option.



jkl

5



5. Highlight the rating that corresponds to the lowest unacceptable audience age. Press the **SELECT** button to lock the highlighted rating.

Note: All ratings that are more restrictive than the selected rating are also selected. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

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.

TV Ratings

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

Audience Ratings of TV Ratings

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

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

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

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

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

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

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

Content Labels—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

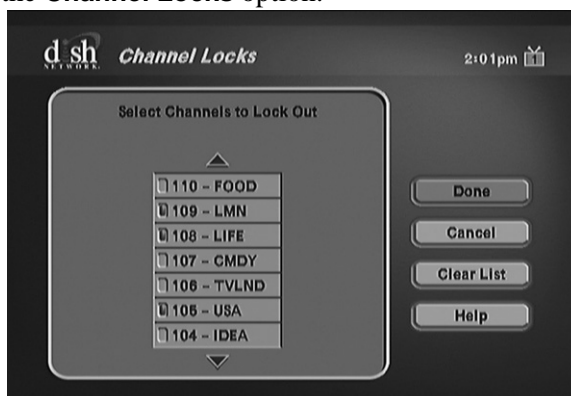
FV—fantasy violence (children’s programming only)

6. Select the expanded rating code(s), if you want to also lock these ratings.
7. To unlock a rating code, highlight the code and press **SELECT**.
8. Select the **Done** option to save the changes.
9. If the receiver is not locked, you must lock it to put the locks you just created into effect by selecting **Lock System**.

Creating or Changing Channel Locks

You can lock any channel, including pay-per-view channels.

1. Press the **MENU** button.
2. Select the **Locks** option.
3. If the receiver is locked, enter the password using the number pad buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
4. Select the **Channel Locks** option.



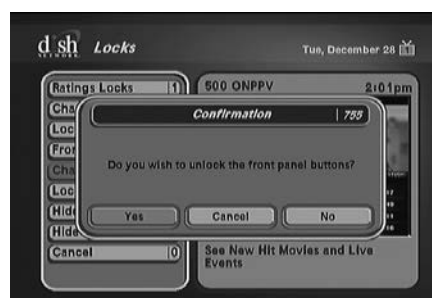
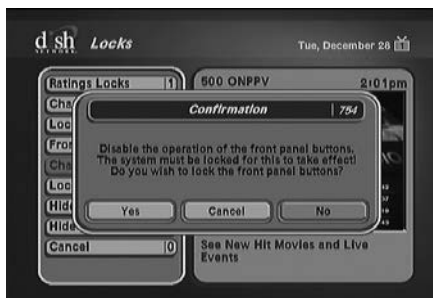
Tip: Remote Control 1 is used to control TV1 menus on the nearby TV. Remote Control 2 is used to control TV2 menus on the remote TV(s).

- Highlight the channel that you want to lock. If necessary, press the **UP** or **DOWN ARROW** button to see the channel. You can also enter each channel number using the **NUMBER PAD** buttons.
- Press the **SELECT** button to lock or unlock the highlighted channel. If the box next to the channel has a mark, the channel is locked.
- Select the **Done** option to save the changes.
- If the receiver is not already locked, you must lock it to put the locks you just created into effect by selecting **Lock System**.

Locking and Unlocking the Receiver Front Panel (TV1 Only)

This keeps anyone from changing the channel, but it does not lock the remote control buttons. This option is only available on TV1 menus.

- Press the **MENU** button.
- Select the **Locks** option.
- If the receiver is locked, enter the password using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
- Select the **Front Panel Lock** option to lock or unlock the front panel.



- Select the **Yes** option.
- To activate the front panel lock, you must lock the receiver by selecting **Lock System**.

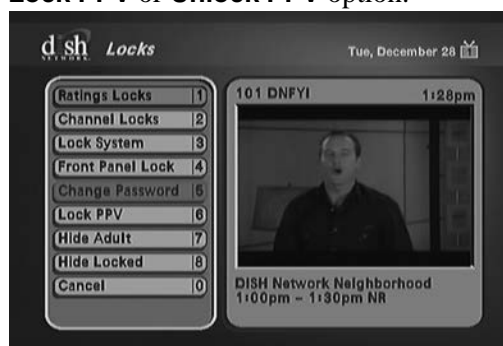
Locking and Unlocking Pay-Per-View Channels

This locks all pay-per-view (PPV) channels. You also can lock one or more pay-per-view channels by using channel locks or rating locks.

- Press the **MENU** button.
- Select the **Locks** option.



3. If the receiver is locked, enter the password using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
4. Select the **Lock PPV** or **Unlock PPV** option.

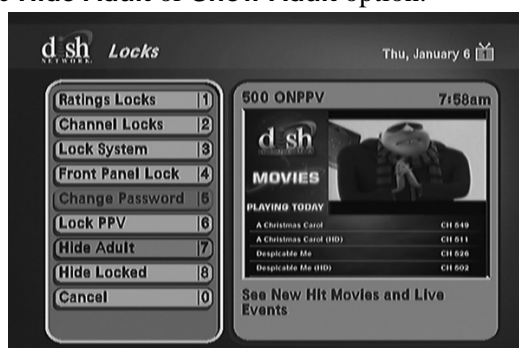


5. If the receiver is not locked, you must lock it to put the lock you just created into effect by selecting **Lock System**.

Hiding and Showing Adult Channels

When you hide adult channels, you keep the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying adult channels. It also keeps anyone from choosing such channels by using the **UP** or **DOWN ARROW** buttons or the remote control **NUMBER PAD** buttons.

1. Press the **MENU** button.
2. Select the **Locks** option.
3. If the receiver is locked, enter the password using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
4. Select the **Hide Adult** or **Show Adult** option.



5. If the receiver is not locked, you must lock it to put the lock you just created into effect by selecting **Lock System**.

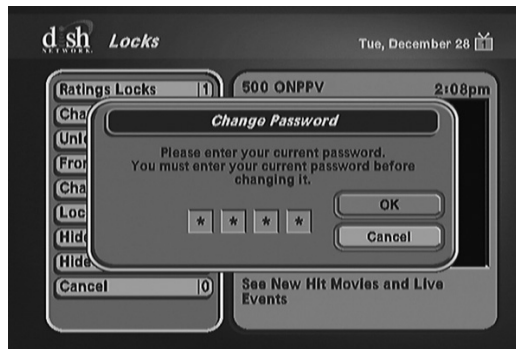
Changing the Receiver Password

1. Press the **MENU** button.
2. Select the **Locks** option.

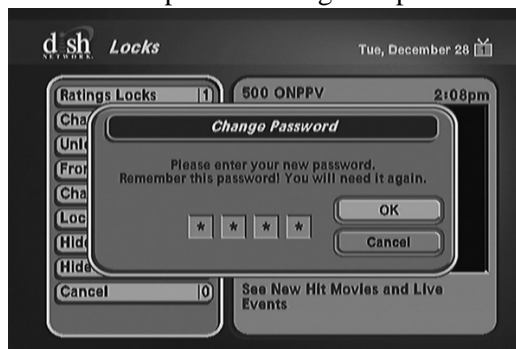


If the receiver is locked, enter the password using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

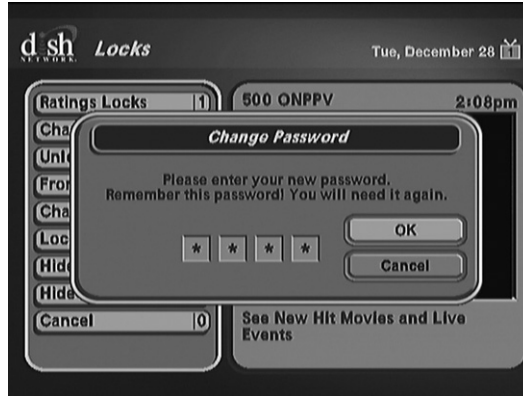
3. Press the **SELECT** button.
4. Select the **Change Password** option.



5. Enter the current password using the number pad buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.
6. Enter the new password using the number pad buttons. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Select the **OK** option to change the password.



7. Enter the new password again for confirmation, using the **NUMBER PAD** buttons. The receiver continues to display stars (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.



8. Memorize the new password. From now on, you must enter this password to lock or unlock the receiver.

Personal Identification Number

You can set up a Personal Identification Number (PIN) for call-in requests only. Anyone calling the Customer Service Center must provide this PIN to make any changes to your account. You may call the Customer Service Center at any time to set up a PIN.

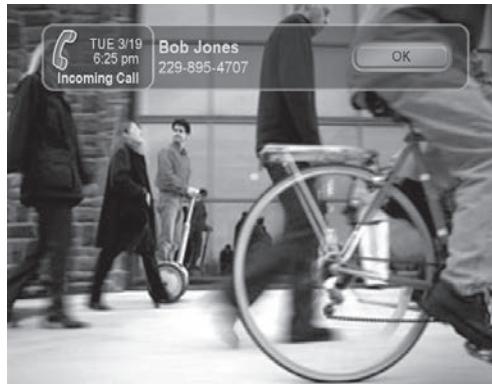
If you forget your PIN, you will need to speak with a Customer Service Representative. The representative may ask for more information to make sure that you are authorized to make changes to your account.

Using Caller ID

Caller ID displays on your TV the names of people as they call you if you subscribe to **Caller ID** from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the **Caller ID** feature is enabled. After you turn on **Caller ID**, it stays on until you decide to turn it off.

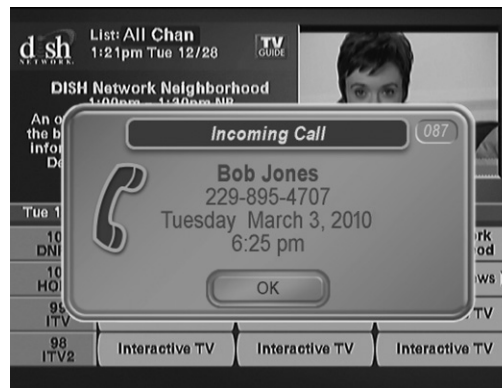
Caller ID Screens

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



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

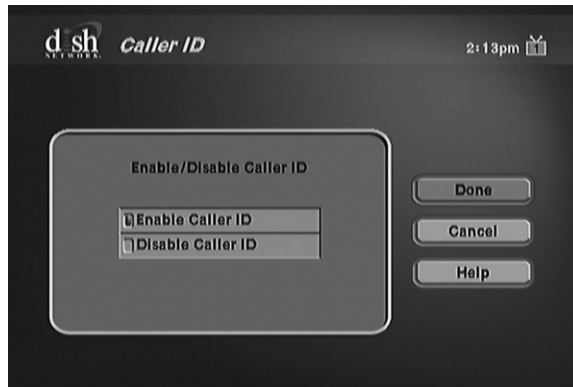
If you are in a menu when a call comes in, you will see a different **Caller ID** popup screen.



Turning Caller ID On and Off

1. Press **MENU** on the remote control.
2. Select **System Setup**.
3. Select **Installation**.
4. Select **Caller ID**.





5. Select **Enable Caller ID** or select **Disable Caller ID**.
6. Select **Done**.

Resetting to Factory Default Settings

Note: Resetting the receiver to factory default settings discards all **Favorite Lists** except the **All Chan** and **All Sub** lists.

Note: If you have set any locks on the receiver and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost; however, you cannot reset the receiver to factory default settings to bypass a lock or to discard a password you have forgotten. Call the Customer Service Center if you have forgotten your password.

Complete the following instructions if you want to reset the receiver to be the same as when it was shipped from the factory.

1. Press the **MENU** button.
2. Select the **System Setup** option.
3. Select the **Factory Defaults** option. When the receiver displays a **Warning** message, confirm that you want to reset the receiver to factory default settings.

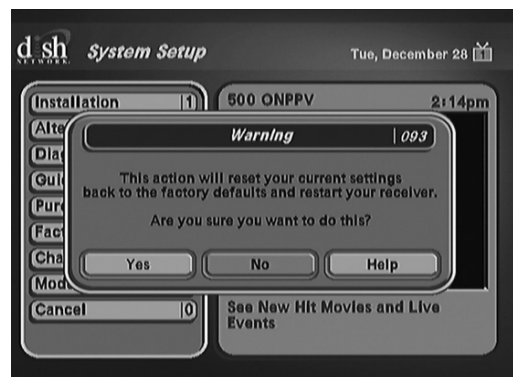
MENU



mno



mno



Changing Program Languages

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, show at the start whether an alternate language is available. An alternate language applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver.

1. Press the **MENU** button.
2. Select the **System Setup** option.
3. Select the **Alternate Audio** option.



4. Select the language you want in the **Languages** list.
5. Select the **Done** option to save your language choice. The receiver displays the **System Setup** menu.

Control Other Devices with the Remote Controls

This section describes how to use Remote Control 1 or Remote Control 2 to control with a TV, a VCR, or other devices. For information on how to use the remote to control the receiver, see *Using the Remote Controls* on page 37. You can set up both remote controls to control the satellite TV receiver and up three other devices each. These devices can be a TV, a VCR or DVD player, and a third device.

Where the word “remote” is used in the following section, it applies to both Remote Control 1 and Remote Control 2.

Remote Control Modes

You can set the remote to four different modes to control the receiver or other devices. When you get the remote it's already set up to control the receiver. You must set up the remote to control a device like a TV or a VCR. See *Set Up the Remote to Control Other Devices* below.

Use the remote control's mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX (“auxiliary,” for a second TV, a second VCR or DVD player, a tuner, or an audio amplifier) to set the remote 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 mode.

Limited Mode

You can program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in Limited Mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR in Limited Mode, you will only be able to use the power and VCR function buttons. The section *Setting Up the Remote to Control Other Devices* has a step that tells the remote control to go into Limited Mode.

Note: You can use Limited Mode for TV and VCR codes programmed in AUX mode.

SAT Auto-Tune

SAT Auto-Tune programs into the remote control the correct TV channel used for viewing your paid programming. If you are experiencing fuzzy, blue, or black screens, it might be due to the TV being set to the wrong channel. Using the SAT Auto-Tune feature helps prevent fuzzy, blue, or black screens from occurring. When the TV mode button is pressed and released, the remote sends that channel to the TV, ensuring that the TV is on the correct channel for viewing your paid programming.

To use this feature, you must program the channel by following the steps under *Setting SAT Auto-Tune Channel*.

Tip: 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).

Tip: Limited mode is not used with amplifiers.

Setting SAT Auto-Tune Channel

1. Make sure the remote control operates your TV.
2. Press and hold the TV mode button until all four mode buttons are lit.
3. Press STAR (*), then enter the channel used for viewing satellite TV. You can enter up to three digits in the range of 002 to 125. For example, if the TV needs to be on channel 100, enter *100.
4. Press POUND (#). The TV mode button flashes three times to indicate programming was successful.

Disabling the SAT Auto-Tune Channel

If you decide that you do not want the TV programmed to the TV channel used for viewing your paid programming, follow the steps below to disable SAT Auto-Tune. This only needs to be done if you followed the steps for *Setting SAT Auto-Tune Channel* on page 76.

1. Press and hold the SAT mode button until all four mode buttons are lit.
2. Press the STAR (*) button, then press VOLUME DOWN.
3. Press the POUND (#) button. The SAT button flashes three times to indicate SAT Auto-Tune was disabled.

Enabling SAT Auto-Tune

Note: SAT Auto-tune is enabled by default; however, after enabling SAT Auto-Tune, the channel must be set (see *Setting SAT Auto-Tune Channel*). If you disable the SAT Auto-Tune Channel and decide that you want to use this feature, you must enable the feature and then set the channel.

1. Press and hold the SAT mode button until all four mode buttons are lit.
2. Press STAR (*), and then press VOLUME UP.
3. Press POUND (#). The SAT mode button flashes three times to indicate SAT Auto-Tune was enabled.

Removing SAT Auto-Tune Channel

1. Press and hold the TV mode button until all four mode buttons are lit.
2. Press STAR (*), and then enter 00 or 000.
3. Press POUND (#). The TV mode button flashes three times to indicate programming was removed.

Set Up the Remotes to Control Other Devices

Over the next few pages we tell you how to use the remote to control a TV, a VCR, a DVD player, a tuner, or an amplifier.

To use the remote to control other devices, you must first program it to control these other devices. You can do this by either following the instructions in *Set Up the Remote Control* below or the *Scan for Device Codes* procedure described on page 78.

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

Set Up the Remote Control

- | | |
|--|---|
| 1. Turn the device on. | Use the device's front panel buttons or its remote control. |
| 2. Find the brand name of the device in the tables starting on page 101. | If the brand isn't listed, see <i>Scan for Device Codes</i> on page 78. |
| 3. Press and hold the mode button until all the other mode buttons light up, and then release the button. | For example, hold the TV mode button for a TV until all of the other mode buttons light. When you release, the TV mode light flashes. |
| The mode button flashes. | |
| If you are repeating this procedure to program a combination device, be sure to press the correct mode button (for example, if you have a TV/VCR combination and you have already programmed the remote to control the TV, press and hold the VCR mode button as described above). | |
| 4. <i>For AUX mode only:</i> <ul style="list-style-type: none">• Press 0 for a second TV.• Press 1 for a second VCR or DVD player.• Press 2 for a tuner or amplifier. | This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5. |
| 5. Enter one of the three-digit device codes from the Device Code tables using the number buttons. | The three-digit device code should be for the brand name of your device that you found in step 2. |

6. If you want to program Limited Mode, press 1. If not, skip to step 7.
See *Limited Mode* for more information.
7. Press the **POUND (#)** button.
If you entered the code correctly, the mode button flashes three times.
8. Press the blank **POWER** button to turn off the device. If the device does not turn off, go to step 10.
If the code works, the device should turn off.
9. Turn the device back on and try some other appropriate buttons to make sure they work. If the code works for other buttons, stop here.
Sometimes the blank **POWER** button works when other buttons don't.
10. If the code doesn't work, repeat steps 3 through 9 with another device code from the Device Code tables.
Try every code listed for your brand until one works for your device.
11. If you are unable to find a code that works, try *Scan for Device Codes* (below).

Scan for Device Codes

If the code for your device is not listed in the Device Codes tables starting on page 101, use this procedure to scan the remote control's memory for the device code.

1. Turn the device on.
Use the device's front panel buttons or its remote control.
2. Press and hold the mode button until all the other mode buttons light up, and then release the button.
For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light flashes.
The mode button flashes.
3. *For AUX mode only:*
 - Press 0 for a second TV.
 - Press 1 for a second VCR or DVD player.
 - Press 2 for a tuner or amplifier.

This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
4. *For AUX mode only:* Press the **STAR (*)** button.
5. Press the blank **POWER** button.
This puts your remote in the scan mode.

- | | |
|---|---|
| 6. Press the UP or DOWN ARROW button repeatedly until the device turns off. | As you press the UP or DOWN ARROW button, the remote is trying each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. |
| | Note: The mode button for the device flashes rapidly eight times when you've scanned all the codes for that device. |
| 7. Press the POUND (#) button. | This stores the code you found. |
| 8. Turn the device back on and try some other appropriate buttons to make sure they work. | Press the blank POWER button to turn the device back on. Try some other buttons to make sure they work. Sometimes, the blank POWER button works when other buttons do not. |
| 9. Repeat this procedure until you've tried all the codes. | You may need to repeat the scan to find the best code for your device. |

Check the Device Codes

You can find out what device code you've set for each remote control mode.

- | | |
|--|--|
| 1. Press and hold the mode button until all the other mode buttons light up, and then release the button.

The mode button flashes. | For example, hold the TV mode button for a TV until all of the other mode buttons light. When you release the button, the TV mode light 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 the groups of flashes. A quick flash is for zero. | For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly. |

Tip: 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).

3. For AUX mode only. 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 or DVD player; and two flashes is for a tuner or amplifier.

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.

Remote Control Buttons

Control the Receiver

When you get the remote it's already set up to control the receiver. However, you must set up the remote to control the TV before you can use the MUTE and VOLUME buttons.

For information on the remote buttons that control the receiver, see *Using the Remote Controls* on page 37.

Control a TV (or a Second TV)

Only the buttons described here control a TV. Some of the buttons described here may not control your TV. Please see your TV user's manual for information about the TV's features.



TV Mode Button

You must first set up the remote to control the TV. See *Set Up the Remote to Control Other Devices*, beginning on page 77. Then, you must press the TV mode button to set the remote to TV mode. The TV mode button lights for two seconds to show you've set the remote to TV mode. Make sure you keep the remote in TV mode to use the buttons described here.

Note: You can set up the remote to control a second TV in AUX mode, the same way it controls the first TV in TV mode. See *Set Up the Remotes to Control Other Devices* beginning on page 77.

TV / VIDEO



TV/Video Button

If the TV has video input options, use this button to switch the TV video input.

POWER



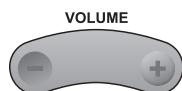
Power Button

Press the TV POWER button to turn the TV on or off.



Mute Button

Press the MUTE button to turn the TV sound on or off.



Volume Button

Press this button to raise (+) or lower (-) the TV sound volume.



Up and Down Arrow Buttons

Use the UP and DOWN ARROW buttons to change channels on the TV.

Note: These buttons do not change the channels on the TV if the remote control is in Limited Mode.



Select Button

The SELECT button works as the ENTER button for a TV.



Recall Button

Press the RECALL button to go back to the last TV channel you watched. Press it again to switch between the last two TV channels you watched.



Number Buttons

Use the NUMBER buttons to directly enter a different channel.

Note: These buttons do not change the channels on the TV if the remote control is in Limited Mode.

Control a DVD (or a VCR or a Second DVD or a VCR Player)

Only the buttons described here control a DVD or VCR player. Some of the buttons described here may not control your DVD or VCR player. See the user's manual that came with your DVD or VCR player for information about the features.



DVD Mode Button

You must first set up the remote to control the DVD or VCR player. See *Set Up the Remote to Control Devices*, beginning on page 77. Then, you must press the DVD mode button to set the remote to DVD mode. The DVD mode button lights for two seconds to show you've set the remote to DVD mode. Make sure you keep the remote in DVD mode to use the buttons described here.

Note: You can set up the remote to control a second DVD or VCR player in AUX mode the same way it controls the first DVD or VCR player in DVD mode. See *Set Up the Remotes to Control Other Devices* beginning on page 77.

Note: You must set the remote to DVD mode to set it up to control a VCR player.

TV / VIDEO



TV/Video Button

Use the TV/VIDEO button to switch the DVD between its TV mode and its DVD mode (see your DVD user's manual for information).

POWER



Power Button

Press the blank POWER button to turn the DVD on or off.

DVD/VCR Buttons

- Press the LEFT ARROW button to rewind a videotape or move backward in a DVD.
- Press the DOWN ARROW button to pause a videotape or DVD. Press this button or the PLAY button to go back to playing the tape or DVD.
- Press the RIGHT ARROW button to fast forward a videotape or DVD.
- Press the STOP button to stop playing or recording on a videotape or DVD.



- Press the RECORD button to record on a videotape.
- Press the SELECT button to play or to go back to playing a videotape or DVD.



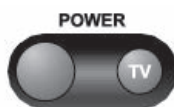
Control a Tuner or Amplifier

Only the buttons described here control a tuner or amplifier. Some of the buttons described here may not control your tuner or amplifier. Please see the user's manual that came with your tuner or amplifier for more information.



AUX Mode Button

You must first set up the remote to control the device. See *Set Up the Remote to Control Devices*, beginning on page 77. Then, you must press the AUX mode button to set the remote to AUX mode. The AUX mode button flashes once to show you've set the remote to AUX mode. Make sure you keep the remote in AUX mode to use the buttons described here. Refer to *TV Mode Button* and *DVD Mode Button*, as appropriate, for the buttons available for use in AUX mode.



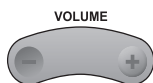
Power Button

Press the blank POWER button to turn the tuner or amplifier on or off.



Mute Button

Press the MUTE button to turn the sound off or on.



Volume Button

Press the VOLUME button to raise (+) or lower (-) the volume.



Up and Down Arrow Buttons

Use UP and DOWN ARROW buttons to change channels on the tuner or amplifier.



Select Button

The SELECT button works as the INPUT SELECT button for the tuner or amplifier.

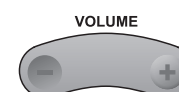
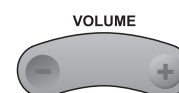
Other Remote Control Features

Switch Between TV and AUX Device Volume Control

When you set up the remote to control a TV, the mute and volume buttons control the TV volume. However, if you want to use the AUX mode to control a tuner or amplifier and the device has a volume setting, you can set up the remote to control the device's volume instead of the TV volume.

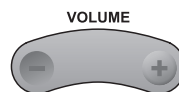
To set the remote to control the device's volume:

1. Press and hold the AUX mode button for three seconds, and then release it. The AUX mode button blinks.
2. Press the POUND (#) button.
3. Press the plus (+) side of the VOLUME button.
4. Press the 0 number button.
5. Press the POUND (#) button.
The AUX mode button flashes three times.
6. Press the SAT mode button.
7. Press the plus (+) and minus (-) sides of the VOLUME button.
The device's volume changes and the AUX mode button lights instead of the TV mode button.



To set the remote back to control the TV volume:

1. Press and hold the TV mode button for three seconds, and then release it. The TV mode button blinks.
2. Press the POUND (#) button.
3. Press the plus (+) side of the VOLUME button.



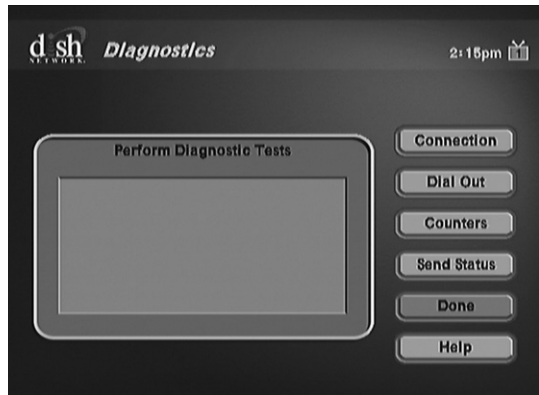
4. Press the 0 number button.
5. Press the POUND (#) button.
The TV mode button flashes three times.
6. Press the SAT mode button.
7. Press the plus (+) and minus (-) sides of the VOLUME button.
The TV's volume changes and the TV mode button lights instead of the AUX mode button.



Testing the System

Starting a Test

1. Press the MENU button.
2. Select **System Setup**.
3. Select **Diagnostics**.



4. Select one of the following options:
 - **Connection**—Tests for a valid phone connection or broadband Internet connection.
 - **Dial Out**—Makes a toll-free call to the Customer Service Center.
 - **Counters**—Displays information.
 - **Send Status**—Provides information on the health of the receiver.

Telephone Connection Test

This test checks that the receiver telephone connection is correct. Select the **Connection** option to begin the test. The receiver displays a message asking you to wait until the test is done.

- If the telephone connection is correct, the receiver displays a **Phone Connection OK** message.
- If the receiver highlights the **Done** option, select the **Dial Out** option so the receiver can make a toll-free call to the Customer Service Center. The receiver displays a message asking you to wait until the call is done. When the call is done, select the **Done** option to exit the test menu.
- If the telephone line is not connected properly, the receiver displays a failure message. In this case, check the telephone connection and then repeat the test.

Note: If you have the receiver connected to a DSL (Digital Subscriber Line) phone line, it may cause this test to fail. If so, you will need to install a DSL filter between the receiver and the phone jack on the wall. You should be able to get a DSL filter from your DSL provider or your local electronic parts store.

System Updates

Your receiver includes a feature that allows you to set the time in which your receiver downloads **Program Guide** information. When the **Updates** feature is enabled, the receiver will shut off every day at the same time receive a software update. The default time for this feature is 3:00 a.m.

1. Press the **MENU** button.
2. Select **System Setup**.
3. Select **Installation**.
4. Select **Updates**.



5. Highlight the **Activation** field.

6. Press the **UP** or **DOWN ARROW** button to enable or disable the automatic update feature.
Note: If you disable this feature, no new **Program Guide** information will be available until the you turn off the receiver.
7. Highlight the **Time Set** field.
8. Use the **NUMBER PAD** buttons to set the time that you want the system to update the **Program Guide**.
9. Highlight the **AM/PM** field.
10. Press the **UP** or **DOWN ARROW** button to set **AM** or **PM**.
11. When you are finished making changes, select **Done** to close the screen.
Note: If you do not want to save your changes or if you want to reset the time the system updates the **Program Guide**, select **Defaults** and then select **Done**.

Resetting Your Receiver

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

The receiver takes several minutes to reset, displays the message “Acquiring Satellite Signal,” may download the Program Guide, and then returns you to programming.

Point Dish and Check Switch

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



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

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

Chapter 4

Reference

Troubleshooting Tables

Use these tables if you have problems using the system before calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables address many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *User's 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. Visit mydish.com/chat for 24/7 support.
4. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or visit mydish.com.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the **System Info** screen (press the **SYS INFO** button on the remote control) to find these numbers (see *Ordering Your Programming* on page 4). Also, write down any error messages that the receiver displays on the television screen.

Reference

On-Screen Messages

This table describes some on-screen messages in the order of their message numbers. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

Message 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). If this does not work, call the Customer Service Center for help.
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/Signal menu. Consult your 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 it is over 200 feet, call your dealer or installer. 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.
005	<ul style="list-style-type: none"> The receiver may not yet have been authorized 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/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help.
006	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. The credit limit may have been suspended. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.
008	<ul style="list-style-type: none"> Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line. 	<ul style="list-style-type: none"> Install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.
011, 012	<ul style="list-style-type: none"> Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium. 	<ul style="list-style-type: none"> Remember that the program providers specify which programs are “blacked out” for which viewers, not DISH®.

Message Number	Possible Reason	What to Do
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 must buy a channel before you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.
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/Signal menu is green and displays the word Locked. If not, contact your 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. The credit limit may have been exceeded. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. Call the Customer Service Center 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 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/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center 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/Signal menu is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
028	<ul style="list-style-type: none"> Pay-Per-View events cannot be purchased until the receiver has downloaded new software. 	<ul style="list-style-type: none"> Turn the receiver off via the remote POWER button and do not disturb for the next 15 minutes. To change channels, press the UP or DOWN ARROW button on the remote or use the RECALL button to return to the last viewed channel.
032	<ul style="list-style-type: none"> You may have tried to set a VCR Event Timer without having set up the receiver to control the VCR. 	<ul style="list-style-type: none"> You must set up the receiver to control the VCR before you can set a VCR Event Timer. See the <i>Using the System</i> for instructions.
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 must do the Check Switch test.
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/Signal menu. 	<ul style="list-style-type: none"> Make sure that you have selected the option for the right satellite on the Point Dish/Signal menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that 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 very important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. Do not disturb or unplug the receiver during this time.

Reference

Message 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.
093	<ul style="list-style-type: none"> You may have set up the receiver to reset itself back to the “factory defaults,” that is, 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, select the Yes option. If not, select the No option.
587, 588	<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. Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line. 	<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 must keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to each receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center. Install a DSL filter between the receiver and the telephone wall jack.

Using the 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 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.
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 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. 	<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 32 for information on changing the remote control address. Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus.

What Is Happening	Possible Reason	What to Do
You use a pyramid type 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 a pyramid-type IR extender only with Remote Control 1 which uses IR signals.
Your UHF Pro remote control does not work well from far away.	<ul style="list-style-type: none"> You may be experiencing interference or strong signals 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. Move any nearby off-air antenna away from the UHF remote antenna. Do not place an off-air antenna on your receiver. Use a 15dB attenuator provided in the installation kit. Connect the attenuator between the REMOTE ANTENNA connection and the antenna. It may help to use the attenuator with a coaxial cable extension, as well.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel TV1 and TV2 lights are 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. 	<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.
You hear a foreign language with a program.	<ul style="list-style-type: none"> You may have set the receiver to an alternate audio language. 	<ul style="list-style-type: none"> Use the Alternate Audio Language (MENU-6-2 on the remote) menu to select the language that you prefer.

Chapter 4

Reference

Using the 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.
You cannot access DISH Home or Customer Support.	<ul style="list-style-type: none">Someone is using DISH Home or Customer Support on the other TV (nearby or remote). You can only access DISH Home and Customer Support on one TV (nearby or remote) at a time.You do not have the receiver connected to an active phone line.	<ul style="list-style-type: none">Exit from DISH Home or Customer Support on the other TV (nearby or remote).Make sure the receiver is connected to an active phone line.

Using Locks

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none">You may not have locked the receiver.	<ul style="list-style-type: none">You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none">You may not have written down the password and kept it in a safe place.	<ul style="list-style-type: none">Call the Customer Service Center. You must provide account information to the Customer Service Representative. If you have set up a PIN, you will need to provide that, as well.

Watching A Program

What Is Happening	Possible Reason	What to Do
<p>The receiver front panel TV1 and TV2 lights are 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. • If the TV and the receiver are working properly, there may be interference with the satellite signal. The TV may be wired to the wrong input. • The TV may not be on the correct channel. • The TV may not be set to display from the correct input. 	<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. • Make sure that the TV is turned on. • If the receiver is connected to the TV using only the CH 3-4 connections, make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver is set to the same channel as the TV using the Modulator Setup screen. • If the TV is receiving the signal through the in-home cabling system from the CH 21-69 output on the receiver, make sure the TV is tuned to the same channel as indicated in the receiver Modulator Setup screen. • 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. • If the TV is connected to the receiver using the RCA-type or S-Video connections, make sure the TV is set up to display from the connected outputs. • 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 and Signal Strength menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
<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 TV using only 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. • There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs). 	<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. • 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.
<p>A “black box” fills almost all of the TV screen.</p>	<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 (not the receiver remote control or the menus displayed by the receiver), turn off the Closed Captioned feature.
<p>The TV screen is displaying a DISH logo.</p>	<ul style="list-style-type: none"> • Your TV1 or TV2 outputs are not on. 	<ul style="list-style-type: none"> • Press the SELECT or blank POWER button on the remote control.
<p>The TV screen is all blue.</p>	<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 receiver.

Reference

Using the 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 bought the program. You must buy a channel before you can tune the receiver to it. 	<ul style="list-style-type: none"> If you want to buy a channel, call the Customer Service Center 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. Turn the receiver off for about ten minutes. This will allow the Program Guide to be updated.
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 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 Favorite List other than the list named All Chan. You may have set up the locks to hide certain programming. If your setup includes a multi-dish switch, you may need to do the Check Switch procedure. 	<ul style="list-style-type: none"> You can change the applied Favorite List while using the Program Guide, by pressing the remote control Guide button repeatedly. You can choose another custom Favorite List, the All Chan list, which includes all of the channels, or the All Sub list, which includes all subscribed channels. Unlock the receiver for the Program Guide to display hidden channels. Do the Check Switch procedure (see the installation instructions for details).

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. 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 bought, the receiver will change to the channel and allow you to buy the channel or display a message. 	<ul style="list-style-type: none"> Carefully retry entering the channel number you want. Press the remote control RECALL button to return to the previous channel number.
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought.	<ul style="list-style-type: none"> If a Favorite 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 locks 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 Favorite List by pressing the GUIDE button repeatedly. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center.

Using 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 Favorite List, you will be able to apply only the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> You must add channels to a custom Favorite List before 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 only change the All Sub list by changing what channels you buy.
You try to apply an empty Favorite 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 Favorite 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 locks to hide adult channels and the receiver is locked, the Favorite List will not show such channels. 	<ul style="list-style-type: none"> Unlock the receiver for the list to show adult channels.

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. Remember that you are responsible for all pay-per-view purchases, whether or not you authorize such purchases. If you lock pay-per-view purchases, then anyone who wants to order a pay-per-view program <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. The credit limit may have been exceeded. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. Review your pay-per-view purchases to check the credit limit.
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 cannot cancel an order for a pay-per-view program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a pay-per-view program, but it does not appear 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 order the program for each receiver but you only pay for the program once.

Reference

Using the 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 the Customer Service Center 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.
The receiver cannot connect to DISH.	<ul style="list-style-type: none"> Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line. 	<ul style="list-style-type: none"> Install a DSL filter between the receiver and the telephone wall jack.
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 the Customer Service Center 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 the Customer Service Center 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"> Resend 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 the Customer Service Center to send pay-per-view purchase information during the FAX or mode 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.

Using Event 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 must enter the password before 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 must order a pay-per-view event before 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 Event Timer but what you should have set up is an Auto-Tune Event Timer or a VCR Event Timer. 	<ul style="list-style-type: none"> Remember that a Reminder Event Timer just reminds you that the program is about to start. An Auto-Tune Event Timer reminds you and tunes the receiver to the channel of the program. A VCR Event Timer reminds you, tunes the receiver, and starts the VCR.
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 Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time.

What Is Happening	Possible Reason	What to Do
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> The program time may have changed so that the event timer overlapped another event timer. The program time may have changed by more than twenty-four hours. 	<ul style="list-style-type: none"> If the receiver is on and finds an event timer overlap, it displays the Event Timer Scheduling Conflict menu. You must edit or delete one of the overlapping event timers. No event timer will operate if the program time changes by more than twenty-four hours.
You set up a Once event timer, but the timer operates at a time different from what you expect.	<ul style="list-style-type: none"> The program time changed. 	<ul style="list-style-type: none"> A Once event timer always operates at the actual time of the program.
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 only to the current showing of the program. 	<ul style="list-style-type: none"> To stop all operations of a repeated event timer, you must delete the event timer. Note: The receiver deletes a Once event timer when it operates.
You are testing a VCR code to see if the receiver controls a VCR. The VCR does not do the test.	<ul style="list-style-type: none"> The VCR may not be turned ON, there may not be a tape inserted, the tape may not be rewound, or the write-protect tab on the tape may have been removed. The code you are testing may not be valid for the VCR. 	<ul style="list-style-type: none"> Make sure the VCR is turned on, with a blank tape inserted on which you want to record, that the tape is rewound, and that the write-protect tab on the tape is intact. Try another VCR code from the VCR Codes table.

Device Codes

These tables contain the manufacturer codes for programming the remote to control your TV, a VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

Note: If programming in AUX mode, press 0 before entering the TV code.

TV	Codes
Abex	730
Action	662
Admiral	521, 605, 675
Aiko	727
Akai	570, 573, 906, 907, 908
Alleron	682
A-Mark	620
Amtron	657
Anam National	509, 541, 620, 651, 657, 698
AOC	505, 506, 519, 520, 573, 620, 627, 652, 653, 654
Apex	743, 744, 745, 757, 814, 815
Archer	620
Audiovox	620, 657, 662
Baycraft	536
Belcor	652
Bell & Howell	590, 675, 683
Bradford	657
Brockwood	627, 652
Broksonic	562, 748, 752
Candle	506, 523, 525, 536, 627, 652, 654
Candle/Citizen	573
Capehart	519, 627
Circuit City	627
Citizen	506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727
Colortyme	573, 627, 652, 654
Concerto	523, 652, 654
Contec/Cony	541, 655, 657, 662, 726
Craig	536, 541, 657, 662, 694
Crown	526, 536, 657

TV	Codes
Curtis Mathes	506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 680, 683, 703, 708
CXC	541, 657, 662
CYTRON	903, 904
Daewoo	505, 524, 526, 529, 530, 531, 573, 630, 652, 653, 654, 658, 684, 698, 719, 727, 816
Daytron	526, 627, 652, 654, 658
Dell	772, 773, 774
Dimensia	645, 650
Dixi	566, 620
Dumont	501, 627, 652
EchoStar	722
Electrohome	526, 573, 651, 652, 654, 656, 709, 728
Emerson	526, 534, 536, 541, 573, 590, 627, 636, 642, 648, 652, 654, 655, 657, 658, 662, 682, 683, 692, 696, 699, 720, 816
Envision	506, 573, 652, 654
Fisher	542, 590, 683
Fortress	573
Fujitsu	534, 682, 694
Funai	534, 541, 657, 662, 682, 694
Futuretech	541, 657, 694
General Electric (GE)	508, 509, 543, 544, 627, 630, 645, 646, 650, 651, 652, 654, 676, 690, 691, 698, 701, 715, 716, 725, 728, 742, 779, 809, 859
Gibraltar	501, 652
Goldstar	505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 693, 730
Granada	627
Grand	627
Grunpy	657, 682
Hallmark	627, 652, 654
Harmon/Kardon	561
Harvard	657

TV	Codes
Hinari	534
Hisense	759
Hitachi	523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 702, 718, 726, 786, 788, 789, 790, 791, 792, 801, 802
HP	911, 912
IMA	657
Infinity	566
JBL	566
JC Penney	505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 676, 680, 690, 691, 701, 725, 726, 728, 730
Jensen	556, 573, 652, 654
JVC	508, 557, 559, 642, 649, 655, 676, 726, 735, 736, 737, 812, 817
Kawasho	548, 561, 573, 652, 654
Kenwood	506, 573, 652, 654, 656
Kloss	561, 610
Kloss Novabeam	657, 698, 723, 724
KTV	526, 541, 573, 657, 658, 662, 696
LG	653, 766
Lloyds	627
Lloytron	526
Loewe	566
Logik	675
Luxman	523, 652, 654
LXI	563, 566, 590, 595, 617, 631, 635, 645, 646, 650, 654, 683, 691, 701, 725
Magnasonic	573
Magnavox	506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 723, 724, 729, 762, 818, 887, 888
Majestic	675
Marantz	506, 566, 573, 652, 654
Megatron	627, 654

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TV	Codes
Memorex	590, 627, 653, 654, 675, 683, 720
MGA	504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 728
Midland	501, 646, 658, 676, 725, 730
Mitsubishi	504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 705, 728, 787, 799, 804
Mitsui	769
Montgomery Ward	675
Motorola	521, 605, 651
MTC	505, 506, 516, 523, 573, 627, 652, 653, 654, 680
Multitech	657
NAD	502, 617, 627, 631, 635, 637, 654
National	509
NEC	505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 731, 732
Nikkai	612
Nikko	654, 727
Normandic	717
Novabeam	561
NTC	727
Nyon	701
Olevia	910
Onwa	541, 657
Optimus	637
Optonica	521, 605, 607
Orion	694
Osaki	612
Panasonic	508, 509, 512, 566, 644, 651, 662, 676, 685, 689, 698, 700, 716, 734, 761, 765, 780, 784, 811, 819, 820, 821, 822, 823, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 889, 890, 900
Philco	505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 723, 724, 729
Philips	525, 566, 651, 652, 655, 656, 690, 723, 724, 729, 770, 782, 824, 825, 826, 827, 828, 891, 892, 893, 894
Philips Magnavox	782, 826, 827, 828, 829
Pilot	652, 658

TV	Codes
Pioneer	502, 548, 576, 636, 637, 648, 652, 654, 708
Polaroid	766
Portland	505, 526, 573, 652, 653, 654, 658, 727
Price Club	680
Prism	676
Proscan	645, 646, 650, 691, 725, 742, 857
Proton	513, 519, 526, 536, 585, 627, 652, 654, 655
Proview	902
Pulsar	501, 652
Quasar	508, 509, 651, 676, 698, 700, 860, 861, 862, 895, 896
Radio Shack	526, 541, 590, 607, 612, 645, 662, 683, 698
Radio Shack/Realistic	590, 607, 650, 652, 654, 655, 657, 658, 683, 730
RCA	503, 505, 548, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 691, 698, 701, 708, 715, 716, 725, 742, 749, 776, 805, 830, 831, 832, 863, 864
Realistic	590, 645, 683
Runco	501
Sampo	506, 519, 652, 654, 658, 698, 730, 746
Samsung	505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 680, 704, 717, 730, 738, 755, 833, 858, 897
Samwon	620
Sansui	754, 834
Sanyo	542, 590, 652, 683
SBR	566
Schneider	566
Scotch	654
Scott	526, 534, 541, 600, 652, 654, 655, 657, 662, 682, 696, 701
Sears	523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 682, 683, 688, 691, 703, 725, 726
Seimitsu	627
Sharp	521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 739, 740, 741, 777, 794, 803, 835, 836, 898, 913
Shogun	652

TV	Codes
Signature	675
Silver	573
Simpson	525
Solavox	612
Sony	500, 640, 690, 758, 781, 783, 795, 796, 797, 798, 806, 807, 808, 810, 837, 838, 839, 840, 841, 842, 843, 844, 845
Soundesign	525, 536, 541, 627, 652, 654, 657, 682
Spectricon	520, 620
Squareview	694
SSS	505, 541, 573, 652, 657
Starlite	657
Supra	523
SVA	901, 905
Sylvania	506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 723, 724, 729, 733, 756, 764
Symphonic	632, 657, 662, 692, 694, 846
Tandy	521, 605
Tatung	509, 651, 698
Technics	508, 676
Techwood	523, 573, 652, 654, 676
Teknika	504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 662, 675, 680, 682, 685, 726, 727
Tera	513
Thomas	627
Thompson	709
TMK	523, 573, 627, 652, 654
Toshiba	516, 590, 617, 631, 635, 680, 683, 688, 750, 771, 785, 793, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 865, 866, 909
Totevision	526, 658
Toyomenko	627
Universal	543, 690
Vector Research	506
Victor	557
Video Concepts	570
Vidtech	505, 573, 627, 652, 653, 654
Viewsonic	760
Vizio	766

TV	Codes
Wards	536, 573, 607, 645, 650, 652, 653, 654, 656, 675, 682, 690, 715, 723, 724, 729
White Westinghouse	816
Yamaha	505, 506, 573, 652, 653, 654, 656
York	627
Zenith	501, 520, 639, 652, 675, 693, 775, 778, 813, 899
Zonda	620

VCR Codes

Note: If programming in AUX mode, press 1 before entering the VCR code.

VCR	Codes
Adventura	588
Aiwa	588, 622, 623
Akai	513, 515, 516, 517, 518, 568, 682
American High	678
Amstrad	588
ASA	556
Asha	675
Audio Dynamics	592
Audiovox	676
Beaumark	675
Bell & Howell	581
Broksonic	559
Calix	676
Candle	534, 594, 675, 676
Canon	554, 678
Citizen	534, 591, 592, 594, 675, 676
Colortyme	592
Craig	591, 675, 676
Curtis Mathes	554, 592, 594, 605, 607, 675, 678
Cybernex	675
Daewoo	534, 547, 559, 588
DBX	592
Dimensia	607
Dumont	549
Dynatech	588
Electrohome	512, 676
Electrophonic	676
Emerson	505, 508, 509, 511, 512, 518, 534, 559, 568, 588, 590, 618, 676, 678

VCR	Codes
Finlandia	549
Finlux	549, 556, 588
Fisher	549, 581, 584, 588, 610
Fuji	678
Funai	588
Garrard	588
General Electric	551, 552, 554, 572, 591, 605, 607, 675, 678
Go Video	557, 558, 620
Goldstar	592, 594, 676
Goodmans	585
Gradiente	588
Granada	549, 581
Grundig	556
Harley Davidson	588
Harman/Kardon	568, 592
Headquarter	581
Hitachi	536, 538, 539, 540, 588, 595, 597, 682
Instant Replay	678
ITT	518
JC Penney	554, 581, 591, 592, 594, 595, 675, 676, 678
JCL	678
Jensen	595, 682
JVC	561, 562, 581, 592, 594, 682
Kenwood	562, 581, 592, 594, 682
Kodak	676, 678
LG	676
Lloyd's	588
Luxor	518
LXI	676
Magnavox	533, 554, 556, 678, 797, 798
Magnin	676
Marantz	554, 556, 581, 585, 592, 594, 678
Marta	676
Matsushita	678
MEI	554, 678
Memorex	533, 549, 554, 566, 581, 585, 588, 675, 676, 678
MGA	512, 567, 568
MGN Technology	675
Midland	579
Minolta	595
Mitsubishi	512, 562, 567, 568, 570, 595
Montgomery Wards	512, 554, 585, 590, 591
Motorola	678
MTC	544, 588, 675

VCR	Codes
Multitech	579, 588, 591, 675
NEC	562, 581, 592, 594, 682
Nikko	676
Noblex	675
Olympus	678
Optimus	676
Optonica	585
Panasonic	554, 614, 628, 633, 678, 777, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 799, 808, 809
Pentax	592, 595
Pentex Research	594
Perdio	588
Philco	554, 678
Philips	554, 556, 585, 678, 801, 802, 803, 804
Pilot	676
Pioneer	562, 574, 575, 576
Proscan	605, 607
Pulsar	533
Quarter	581
Quartz	581
Quasar	554, 678, 770, 771, 772, 805, 806
Radio Shack	512, 607, 610, 676
Radio Shack/Realistic	581, 584, 588, 675, 676, 678
Radix	676
Randex	676
RCA	518, 525, 591, 595, 605, 607, 615, 649, 675, 678, 773, 774, 775
Realistic	534, 549, 554, 581, 584, 585, 588, 675, 676, 678
Ricoh	502
Runco	533
Salora	567, 581
Samsung	515, 517, 534, 579, 591, 675, 755, 807
Sanky	533
Sansui	544, 562, 682
Sanyo	549, 581, 583, 675
SBR	556
Scott	508, 534, 559, 590
Sears	549, 581, 584, 595, 610, 676, 678
Sharp	512, 585, 595, 607
Shintom	595
Shogun	675
Singer	678

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VCR	Codes
Sony	500, 501, 502, 768, 778
STS	678
Sylvania	554, 556, 567, 588, 678, 756
Symphonic	588, 594
Tandy	581, 588
Tashiko	676
Tatung	594, 682
Teac	588, 594, 682
Technics	554, 633, 678,
Teknika	554, 588, 676, 678
TMK	675
Toshiba	534, 535, 567, 584, 590, 769, 776
Totevision	591, 675, 676
Unitech	675
Vector Research	534, 592
Victor	561, 562
Video Concepts	534, 568, 592
Videosonic	591, 675
Wards	534, 588, 595, 675, 676, 678
XR-1000	588, 678
Yamaha	581, 592, 594, 682
Zenith	500, 501, 533, 779

TV/VCR Combo

Programming for combination devices: Program the remote control in TV mode and then in VCR mode.

	TV Code	VCR Code
Magnavox	887 888	797 798
Phillips	891 892 893 894	801 802 803 804
Quasar	860 861 862 895 896	770 771 772 805 806
RCA	863 864	773 774
Samsung	755 897	755 807

	TV Code	VCR Code
Sylvania	756	756

DVD Player Codes

Note: If programming in AUX mode, press 1 before entering the DVD code.

DVD Players	Codes
Aiwa	634, 694
Alpine	653
Apex	654, 655, 744, 757, 835, 839
Archos	885
BOSE	758, 811
Broksonic	656, 752
Clarion	696
Classic	695
CyberHome	833
Cytron	904
Daewoo	657, 859
Denon	697, 699, 700
EchoStar	722
Emerson	658
Fisher	659
Funai	658
General Electric	702, 703
Go Video	692, 693, 822
GPX	704
Hitachi	660, 668, 705, 706, 707, 740, 823, 860
JVC	689, 711, 850, 861, 862, 863
Konka	637, 638, 753
Koss	745
Magnavox	661
Memorex	709
Mintek	710
Mitsubishi	767, 867

DVD Players	Codes
Norcent	711
Oritron	723
Panasonic	639, 663, 699, 714, 715, 716, 734, 765, 813, 840, 841, 855, 856, 868, 869, 870, 871, 872, 873, 882
Philips	766, 874
Pioneer	665, 719, 812, 876, 877, 878, 879, 880
Proscan	720
Qwestar	723
RCA	666, 690, 749, 816, 842, 854
Sampo	724
Samsung	652, 667, 668, 691, 705, 740, 741, 820, 821, 844, 845, 866, 875, 881
Sansui	725, 754
Sanyo	643
Sharp	669, 865
Sony	617, 645, 670, 671, 729, 730, 731, 817, 818, 830, 831, 832, 836, 837, 838, 843, 847, 848, 849, 851, 852, 853, 857, 858, 864, 883, 884
Sylvania	658, 764, 829
Teac	732
Technics	733
Techwood	664
Toshiba	616, 646, 672, 735, 736, 814, 815, 819, 825, 826, 827, 828, 834, 846
Yamaha	737, 739
Zenith	673, 824

Tuner/Amplifier Codes

Note: If programming in AUX mode, press 2 before entering the tuner/amplifier code.

Tuner/Amplifier	Codes
Aiwa	636, 641, 656, 687, 718, 720, 725, 726
BOSE	761, 780
Carver	653
Citizen	709
Denon	647, 674, 759, 760, 762, 807, 809, 814, 835
Fisher	653
General Electric	711
Goldstar	677, 690
Harmon/Kardon	640, 672, 751
Hitachi	717
JBL	640
JVC	637, 703, 725, 786, 827
Kenwood	676, 691, 726, 728, 774, 795, 828, 829, 830, 831, 832, 840, 842
Magnavox	654, 705
Marantz	651, 764, 845
Nakamichi	671
NEC	716
Onkyo	642, 660, 662, 678, 785, 788, 790, 791, 792, 796, 801, 846
Optimus	648, 664
Panasonic	643, 644, 652, 783, 797, 798, 799, 808, 810, 815, 816, 817, 818, 819, 820, 821, 822, 824, 825, 826, 833, 836, 837, 838, 839
Pioneer	667, 668, 679, 702, 767, 770, 772, 779, 802, 806, 844
Proton	654, 705
Quasar	652
RCA	635, 638, 704, 727
Sharp	712, 713, 714, 715

Tuner/Amplifier	Codes
Sherwood	646, 670
Sony	639, 645, 687, 728, 729, 730, 765, 766, 769, 771, 773, 775, 776, 777, 778, 781, 782, 784, 787, 789, 793, 794, 803, 811, 812, 813
Soundmatters	763
Teac	684
Technics	643, 644, 652, 768, 804, 805, 843
Toshiba	710
Victor	703
Yamaha	663, 730, 731, 732, 733, 823, 834, 841

DVD/VCR Combo

Program the remote control in VCR mode using the VCR code and then the DVD in AUX mode (press 1 before entering the DVD code) using the DVD code.

	VCR Code	DVD Code
Go Video	No Code No Code No Code	692 693 822
JVC	No Code	689
RCA	No Code	690
Samsung	No Code No Code No Code No Code	667 691 820 821
Sony	778 No Code 768	817 818 No Code
Toshiba	No Code	819
Zenith	779	No Code

TV/DVD Combo Codes

Programming for combination devices:

Program the remote control in TV mode and then in VCR (or AUX—press 1 before entering the DVD code) mode.

	TV Code	DVD Code
Apex	757	757
Broksonic	752	752
CYTRON	904	904
Panasonic	734 765	734 765
RCA	749	749
Sansui	754	754
Sylvania	764	764
Toshiba	865 866	814 815

TV/VCR/DVD Combo Codes

Program the remote control in TV mode using the TV code, then in VCR mode using the VCR code, and then DVD in AUX mode (press 1 before entering the DVD code) using the DVD code.

	TV Code	VCR Code	DVD Code
Panasonic	900	810	882

Chapter 4

Reference

TV/VCR/Tuner Combo Codes

Program the remote control in TV mode using the TV code, then in VCR mode using the VCR code, and then tuner in AUX mode (press 2 before entering the tuner code) using the tuner code.

	TV Code	VCR Code	Tuner Code
Panasonic	867	796	797
	868	799	798
	869	808	799
	870	780	839
	871	781	838
	872	782	837
	873	783	836
	874	784	833
	875	785	826
	876	786	825
	877	787	824
	878	788	822
	879	789	821
	880	790	820
	881	791	819
	882	792	818
	883	793	817
	884	794	816
	885	795	815
	889	809	808

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 Technologies Corporation and its affiliated companies (“EchoStar”) warrant this system against defects in materials or workmanship as follows:

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

What the Warranty Does Not Cover

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

Legal Limitations

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

REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the Important System Information menu to find these numbers.
2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

DISH'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 defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

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

Post Receipt Exchange Program

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

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

If your equipment is not covered under 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 in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

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

Residential Customer Agreement

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit dish.com or call us at 800-333-DISH (3474) and we will send you a copy. *Para ver este acuerdo en español por favor visite dish.com o llame 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 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 other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

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

2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES

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

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

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

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

subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

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

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

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

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

3. CANCELLATION OF SERVICE

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

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

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

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

4. EQUIPMENT

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

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

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

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

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

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

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

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

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

5. LEASED EQUIPMENT

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

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

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

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

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

7. LIMITATION OF OUR LIABILITY

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

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

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

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

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

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

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

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

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

9. GENERAL

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

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

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

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

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

F. Applicable Law. This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment,

modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

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

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

EXHIBIT 1 - FEES

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

Type of Fee	Amount	Description of When Fee Applies
Monthly Fees		
Additional Receiver Fee*	\$7.00	You have more than one (1) receiver on your account. Per additional high definition (HD) receiver.
(*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.)	\$10.00	You have more than one (1) receiver on your account. Per additional DVR receiver.
	\$14.00	You have more than one (1) receiver on your account. Per additional Duo receiver.
	\$17.00	You have more than one (1) receiver on your account. Per additional DuoDVR or SlingLoaded receiver.
Receiver Fees	\$7.00	You have a Hopper 2000 receiver on your account.
	\$7.00	You have a Joey 1.0 receiver on your account.
Whole Home DVR Service Fee	\$4.00	You have a Whole Home DVR Hopper 2000 on your account.
DVR Service Fee	\$6.00	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package. (If you have a HD Duo SlingLoaded DVR receiver on your account, a \$10.00 fee will also apply.)
Protection Plan	\$6.00	You participate in the Protection Plan.
DISH Pause	\$5.00	You are eligible for and participate in DISH Pause.

Type of Fee	Amount	Description of When Fee Applies
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.
Programming Change Fee	\$5.00	You change your programming selection in 30 days or less from the same service being added (but not regarding adult programming).
	\$20.00	Changes to your programming selection include adult programming.

FCC Compliance



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

Telephone Communication

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

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

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

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

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

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Radio Interference

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.

Modifying this receiver may void your authority to use the equipment. 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.

Refer to *Troubleshooting* in *Chapter 4* for a detailed description of recommended customer actions.

If none of the remedies on the previous page stops the radio interference, you should contact a licensed radio/television technician, your satellite dealer, or call the Customer Service Center at 1-800-333-DISH (3474), for assistance.

Signal Strength Present at the Television

The attenuator provided with 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 install the provided attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

Connecting to an Off-Air Antenna

In order to receive local broadcast channels, you may wish to install an off-air antenna into your TV distribution equipment. When installing the off-air antenna, you must be careful to meet certain FCC regulations.

There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters, and amplifiers. The FCC requires that the isolation between the antenna port and the network port of your system meet the following:

- 80dB from 54 MHz to 216 MHz, at least
- 60dB from 216 MHz to 550 MHz and at least
- 55dB from 550 MHz to 806 MHz

Measuring the isolation of a device requires specialized equipment. In most cases, it is easier to purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer. The above requirements are extracted from 47CFR15.115. For the complete text please visit www.FCC.GOV.

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