

dishNET™

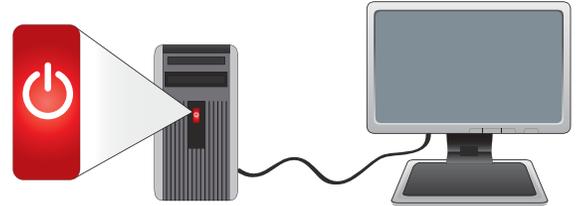


MODEM EXCHANGE INSTRUCTIONS

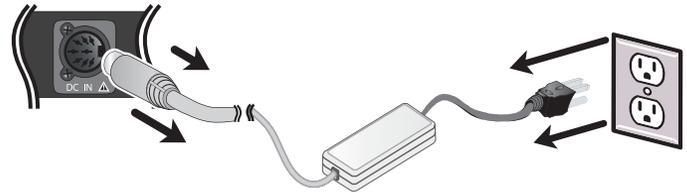
Getting Started

Connect and Setup Your Modem

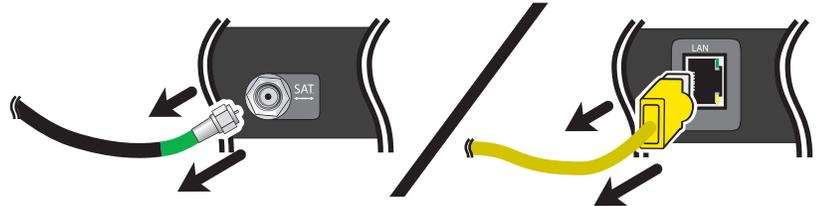
1. Contact dishNET at 1-800-333-DISH (3474) to authorize your replacement modem. Then, shut down the computer that the original modem is connected to.



2. Unplug the modem power supply from the outlet or power source and then disconnect power supply cable from the original modem.

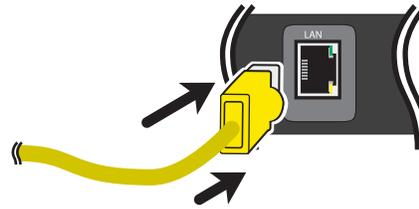


3. Disconnect the coax and Ethernet cables from the original modem.



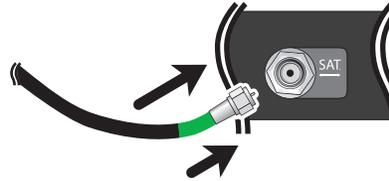
Getting Started (continued)

4. Connect the Ethernet cable to the LAN port on the replacement modem.

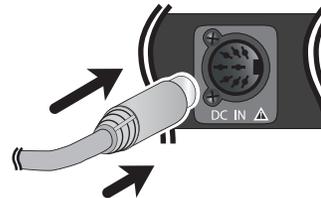


5. Connect the coax cable to the SAT port on the replacement modem.

Securely hand tighten this connection, DO NOT use a wrench.

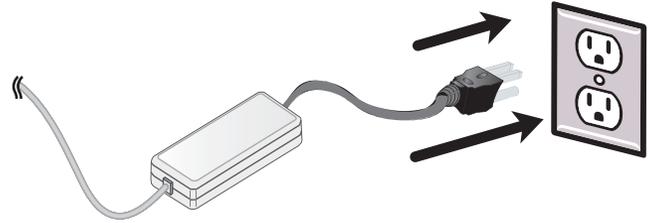


6. Plug the replacement DC power cord into the DC IN port on the replacement modem.



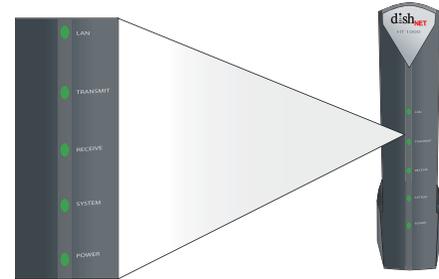
Getting Started (continued)

7. Plug the replacement power cord into the replacement power supply. Then, plug the power supply into your power source.



8. Once you plug in the power supply, the replacement modem will begin the automatic installation process. This will take about 10 minutes to complete.

You will see the indicator lights on the modem's front panel blink on and off, this is normal. You will not be able to use the modem during this ten minute window of time.



9. If you have not done so already, turn your computer and monitor on.



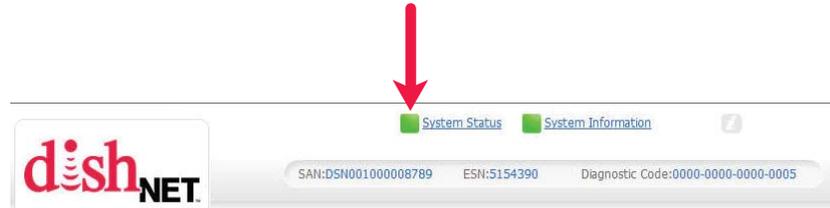
Getting Started (continued)

10. Launch your Web browser (such as Internet Explorer or Safari) and go to www.mydish.com.
If you see the DISH webpage, the new modem is ready to use. If you do not see anything go to step 11.



If you cannot open a web page...

11. Launch your Web browser and go to www.systemcontrolcenter.com.
12. The System Control Center home page will open. If the System Status button is green, the modem is operating normally.

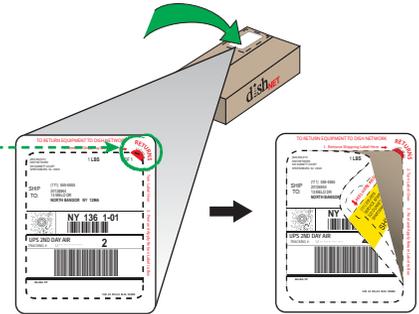


If the System Status button is red, contact dishNET at 1-800-333-DISH (3474).

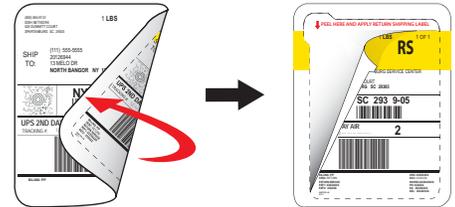
Returning Your Equipment

Packaging your Modem

1. Locate the original shipping label on the box and remove it using the red pull tab.

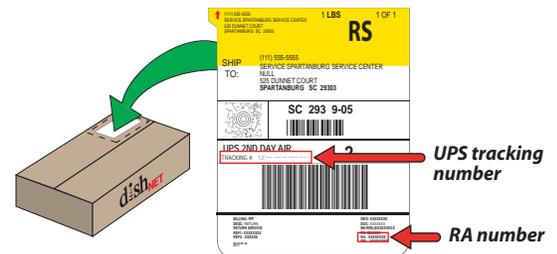


2. Turn the original shipping label over and peel off the yellow return shipping label to expose the adhesive.



3. Apply the yellow return shipping label and seal the box. Write down the UPS Tracking Number and keep it for your records.

Return the original modem at the nearest UPS drop-off location. To find the location nearest you or to schedule a pick up at your cost, visit [ups.com/dropoff](https://www.ups.com/dropoff).



Support Around the Clock

Online Chat

For 24-7 assistance and help go to dish.com/chat

My Account

To pay your bill online or make changes to your account go to mydish.com.

