

WELCOME TO DISH

---

TV THAT'S  
TUNED IN TO YOU™

Wally®



# Tuned In To You

*We're the only TV company built to break down the barriers between you and the TV you love – and we're fighting for every TV-loving man, woman, and child out there.*

---

### Now Sit Back, Relax, and Enjoy the Show

Whenever you start a new service, you're going to have questions – so we've made it our priority to be here for you. This guide contains everything you need to know to start watching TV immediately, including how to find your **favorite shows** and **access popular apps**. It also answers common questions like how to order pay-per-view, set parental controls, or read your bill – and that's just the start.

Over the next few weeks, we'll continue sending TV tips your way, so you can make the most of your entertainment. In the meantime, if you have any questions or concerns, contact our Customer Advocates – they're TV fanatics just like you, and they're here to help.

*“The Most Powerful Piece of Equipment We Have Is Our Ears.”*



**myDISH**  
mydish.com



**Call/Message**  
1-800-333-DISH/  
Apple Business  
Chat



**Chat**  
mydish.com/chat



**Web**  
mydish.com/spokeslistener



# TABLE OF CONTENTS

---

*Meet the Wally® HD Satellite Receiver*





Congratulations on choosing the Wally, the world's smallest and fastest mobile satellite receiver. Now let's make sure you're getting the most out of it.

---

## 01 Quick Start

- 8 Your Remote
- 9 Home
- 10 Guide
- 12 Menu
- 13 Integrated Search
- 14 MyDISH.com and the MyDISH App
- 14 How to Add Programming
- 16 TV Made for You

## 02 TV You Love

- 20 Entertainment, Shows, and Movies
- 22 Apps Available on DISH
- 24 The Best of Sports
- 26 Great TV for the Great Outdoors

## 03 Personalization & Account

- 30 Settings
- 31 Parental Controls
- 32 Internet Connectivity
- 33 Customize Your Remote
- 34 How to Read My Bill
- 35 How to Pay My Bill
- 36 Contact Us



# QUICK START

01\_





*"I want a receiver that's easy to use for me and my family. "*

---

"You got it. We designed the Wally's user interface, with built-in Netflix and a handy remote finder tool, to make TV effortless."



## Your Remote

The Wally remote control makes it easy for you to watch, search, and record programming. Here's a quick overview of the basics to get you started.



Whenever you see this icon, press and hold **INFO/HELP** on your remote to access additional assistance on your TV.

### Key Buttons On Your Remote

#### Power

Turn your TV, DISH receiver, and other compatible devices on and off.

#### Home

Easily find shows, movies, and sports that are live, on your DVR, or On Demand—all in one place.

#### DVR

View your recorded shows and scheduled recordings.

#### Guide

See what's on now and what's coming up.

#### Options

Access additional options and features in the current menu.

#### Back

Jump back one screen at a time or press and hold to return to live TV.

#### Info

Press to get more information about a program. Hold to get quick tips and tricks in most menus.

#### Skip Backward

Jump back 10 seconds at a time or press and hold to rewind.

#### Pause/Play

Pause or resume live or On Demand content.

#### Skip Forward

Jump forward 30 seconds at a time or press and hold to fast-forward.

#### Recall

While watching TV, press to tune to channels you have watched recently.



## Home

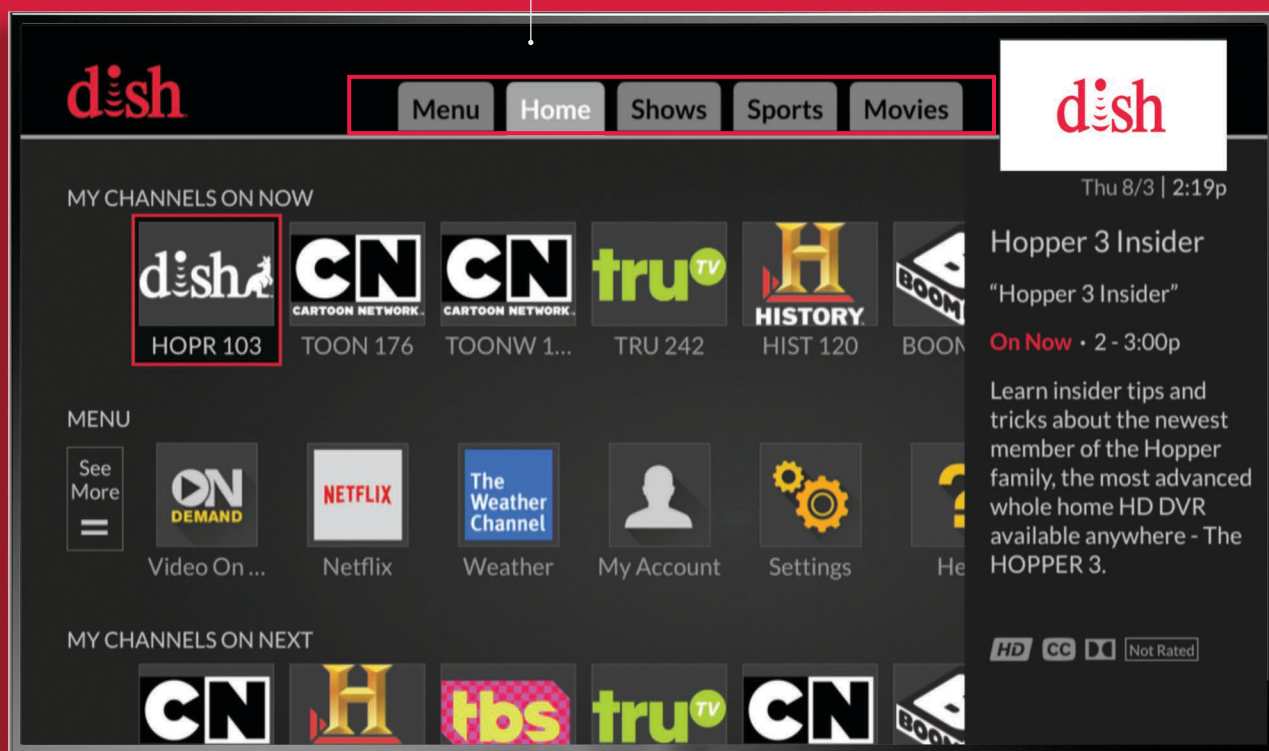
It's your starting point for quickly discovering what's on now and what's coming up next.

### Access the Home Screen

To access the Home screen, press **HOME** on your remote.

### Content Tabs

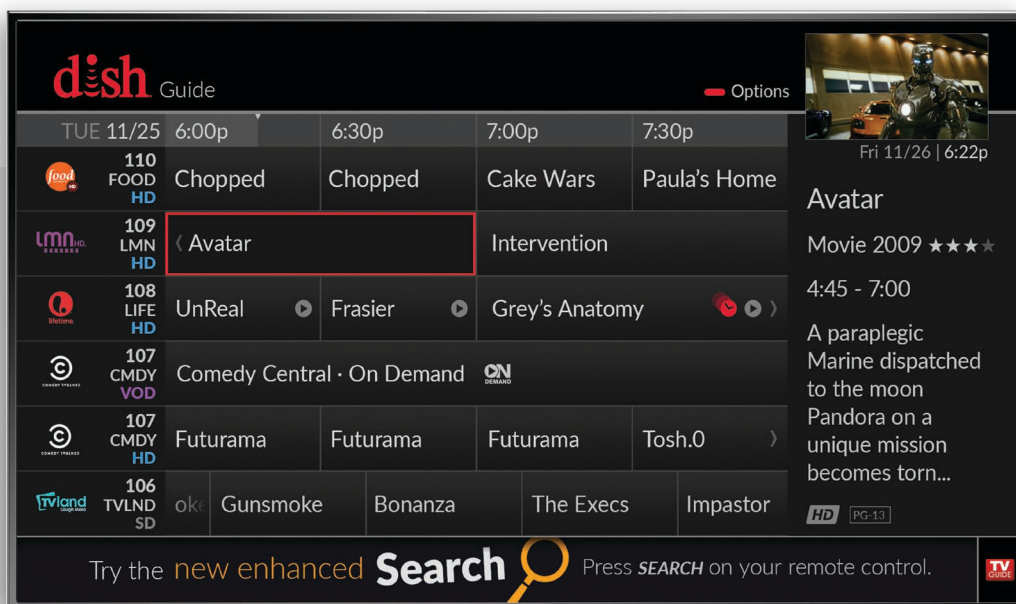
Content tabs help you quickly find the programming you're searching for – from sports to shows and movies.



## Guide

### See What's On Right Now and What's Coming Up In the Next Nine Days

The Wally's high-definition guide comes complete with full listings for all your channels.



### Access the Guide

- Press **GUIDE** on your remote control.
- Use **CHANNEL UP** and **CHANNEL DOWN** to navigate, or enter a channel number to go directly to that channel.

### Customize the Guide

When in the Guide, simply press the **OPTIONS** on your remote to customize your Guide experience:

- **Create Favorite Channel Lists** – Every member of your family can create their list of favorite channels so only those channels appear when browsing in the Guide.
- **Only See Channels You Subscribe To** – Display all DISH channels or just the channels you subscribe to with the All Subscribe option.
- **Access Your Guide Settings** – With the Guide Settings option, you can make text larger, change the order networks are listed, hide adult channels, and more.



Get the lowdown on creating a Favorites list at [youtube.com/user/dish](https://youtube.com/user/dish)





### Guide Shortcuts

- 1 **SKIP FORWARD** on your remote skips forward 2½ hours at a time.\*
- 2 When you press and hold **SKIP FORWARD**, it advances the guide 24 hours at a time.\*
- 3 Press **INFO** to see more program details.
- 4 For fast channel-surfing, press and hold **CHANNEL UP** or **CHANNEL DOWN**.
- 5 To return to Live TV, press **BACK/LIVE TV**.
- 6 To record a program, press **SELECT** for recording options.
- 7 When you see a “+” next to a channel, you have additional channel options to choose from. Press **SELECT** on your remote to expand and collapse those channels (for example, Channel 99 includes more than 70 channels of SiriusXM).
- 8 Make the font larger by pressing **OPTIONS** on your remote and selecting Guide Settings, then Larger Text.

**\*NOTE:** This reflects when the Guide is set to the default font size of Small.



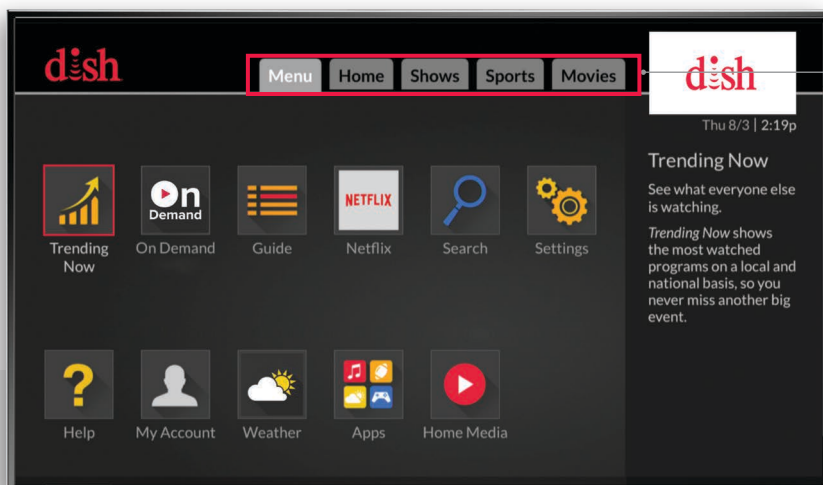
### QUICK TIP

Press **HOME** twice and select **SETTINGS > GUIDE SETTINGS** to switch between Classic and Modern themes for your Guide.

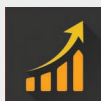
## Menu

### Welcome to Mission Control

Think of the Menu as the command bridge of your Wally. It's where you browse entertainment, personalize settings, manage your account, and more.

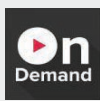


The top of the screen serves as your orientation guide. The gray tab shows what content category you are currently in. In the middle of your screen, use your remote to highlight the feature you wish to access and press **SELECT**.



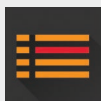
#### Trending

See what everyone is watching locally and nationally, so you never miss another big event.



#### On Demand

Select from thousands of movies and TV series, from new releases to free On Demand.



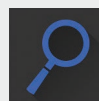
#### Guide

See what's on right now and what's coming up with full listings of all your channels.



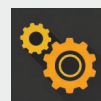
#### Netflix

Enjoy instant access to your Netflix subscription without switching inputs or juggling remotes.



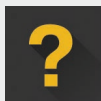
#### Search

Quickly find what you're looking for. Search by movie title, TV show, or actor name.



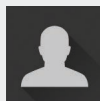
#### Settings

Personalize your TV experience and get the most out of your Wally.



#### Help

Find frequently asked questions, troubleshoot a problem and maximize your entertainment.



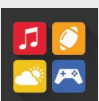
#### My Account

Manage your DISH account, see recent pay-per-view and On Demand purchases, and more.



#### Weather

Get hyper-local weather forecasts and alerts to your favorite cities, towns, and ZIP codes.



#### Apps


Enjoy news, sports, and entertainment apps like YouTube and Pandora.



## Search

With Search, you can find what you're looking for on Live TV, in your DVR, and On Demand by entering just three characters. The Hopper's intuitive search functionality even finds things that aren't scheduled yet.

### Not Sure What to Watch?

The Search screen is prepopulated with the most popular search results at any given moment. Just press  on your remote to see the hottest titles right now.

### To Start a Search

Press  on your remote.

1. Enter a title, actor, sport, team, or channel using the arrow buttons on your remote. Results will begin displaying as soon as you start typing.
2. To choose a displayed result, press the corresponding number on your remote.



**Title**  
*Game of Thrones*



**Actor**  
*John Oliver*



**Team**  
*Tennessee Volunteers*



### QUICK TIP

From your search results, you can set recordings for a show, sport, or team across all channels.

## MyDISH.com and the MyDISH App

MyDISH is the fast, easy way to manage your DISH account and services. **It's just one of the many conveniences designed to help you enjoy TV more than ever.**



### Pay Your Bill

- Make a payment
- Manage AutoPay and eBill
- View previous statements and payment history



### Order Entertainment

- Browse pay-per-view and On Demand selections
- Order movies, sports, events, adult entertainment, and more



### Take Control of Appointments

- Schedule DISH appointments
- View your technician's profile and photo; track their location and estimated time of arrival



### Update Your Preferences

- Edit payment options, contact information, security settings, and other important account information



### Refer a Friend

- Refer a friend and take your pick of amazing rewards
- The more friends you refer, the more rewards you get!



### Get Quick Support

- Troubleshoot and resolve equipment issues faster

---

### How to Add Programming

Want more channels? No problem! Customize your programming in three simple steps:

- Log in to [mydish.com](http://mydish.com) and select **MY PROGRAMMING**
- Press **CHANGE PROGRAMMING** to customize your channel lineup
- Select **VIEW PROPOSED CHANGES** to calculate your new monthly cost



Learn more about the MyDISH app  
at [youtube.com/user/dish](https://youtube.com/user/dish)

### Download the MyDISH App

Manage your DISH account and services on the go. Pay your bill, manage programming, order pay-per-view, refer a friend – even track your technician in real time.



Visit [mydish.com](https://mydish.com) or download the MyDISH app





## TV Made for You

Our best ideas come from listening to our customers. See how we've made TV effortless, thanks to feedback from fans like you.

---



### Stop Looking for the Remote

Press the **LOCATE REMOTE** button on the front panel of your Wally, and your remote will beep and blink to help you find it.



### HELP App

The Help App is accessed through the Menu; it's where you can find FAQs and What's New.



### Channel 103

*Hopper Insider* is an entertaining show that features DISH experts walking you through features in quick one- to two-minute segments.



### MyDISH Communities

Join the conversation and connect with other DISH customers about anything and everything related to your TV service.



#### **DISH YouTube Channel**

Subscribe for the latest product showcases, tutorials, commercials, and more.



#### **OnDISH Magazine**

Get ON DISH, the only monthly TV listings and entertainment magazine for DISH customers. Call 1-800-333-DISH to subscribe.



#### **Let's Talk!**

Some of our best ideas come from our customers – and we would like to hear yours. Leave us your feedback at [www.dish.com/spokeslistener](http://www.dish.com/spokeslistener).



# TV YOU LOVE

02





*"Is there an easy way to watch  
the stuff I love?"*

---

"Totally. Choose from our library  
of On Demand movies or pull up  
Game Finder to catch the biggest  
games on TV."





## Entertainment, Shows, and Movies

### Movies

**Big hit or box-office flop?** Some people really appreciate the nitty-gritty details behind a movie, as well as how critics rated it. The Wally helps by providing trusted information from Rotten Tomatoes and Common Sense Media.

The screenshot shows the Dish Movie interface for the movie 'Sully'. At the top, there are four tabs: 1 Summary, 2 Cast, 3 Reviews, and 4 Parental Guide. The 'Summary' tab is selected. On the left, there is a movie poster for 'Sully' featuring Tom Hanks. Below the poster, it says '1 hour 19 mins remaining' and 'Watch Live'. In the center, the movie title 'Sully' is displayed with a 2016 release date, a 4-star rating, a PG-13 rating, and an age 12+ recommendation. It also shows the genre 'Movies • Drama', the time 'On Now • 7:55 - 9:35a', and the channel 'HBOZ 308'. On the right, there is a description of the movie: 'This inspiring biopic of airline pilot Chesley "Sully" Sullenberger depicts his successful emergency landing of an Airbus A320 on the Hudson River in January 2009. In the aftermath of this unprecedented feat, he must endure the weight of sudden fame, second-guessing by investigators and his own doubts about his actions that fateful day.' Below the description, there is a section titled 'YOU MIGHT ALSO LIKE' with five movie thumbnails: 'Flight', 'Bridge of S...', 'Unstoppable', 'World Trad...', and 'Lincoln'. A red box highlights the 'YOU MIGHT ALSO LIKE' section.

#### 1 Summary

Get a detailed description of the movie, including cast and movie length.

#### 2 Cast

Find what other TV shows and movies all of your favorite stars are in.

#### 3 Reviews

Get movie and TV show reviews from the experts at Rotten Tomatoes.

#### 4 Parental Guide

Get age-based ratings and reviews, plus potential red flags before viewing a movie.

#### Recommendations

If you like this movie, we're willing to bet you might be interested in a few of these other titles.

#### Rotten Tomatoes Rating System



**Certified Fresh**  
Scores 75% or higher



**Rotten**  
Scores 59% or lower



**Fresh**  
Reviews 60% or higher



**Audience Score**  
% of users who rated a movie positively

### On Demand

**Instantly watch your favorite shows and movies. All 20,000 of them.** On Demand allows you to watch thousands of movie titles and TV series whenever you want. It's sorted into content shelves, which group content into convenient categories such as Free Movies, Movies for Rent, Content For Kids, and more.

*Watching On Demand requires an internet-connected Wally.*

### Why Use On Demand?

“I’ve got a specific program in mind.”

Search for a movie or TV program directly and browse the results in your On Demand library.

“I have no idea what to watch.”

That’s no problem, you can browse thousands of titles until something jumps out at you!

“I have a general idea of what to watch.”

Or, for more generalized categories, access On Demand and browse our preset categories.

### Four Ways to Access On Demand

- 1 Press **HOME** on your remote, then select **ON DEMAND**.
- 2 Search for a movie, show, actor, or general theme.
- 3 Go to Channel 1 or Channel 501.
- 4 When in the Guide, some channels have their own On Demand option, which displays all the programs and features available.



#### QUICK TIP

Some programs displayed on the Guide will have a “play button” icon, which allows you to start playing from the beginning.

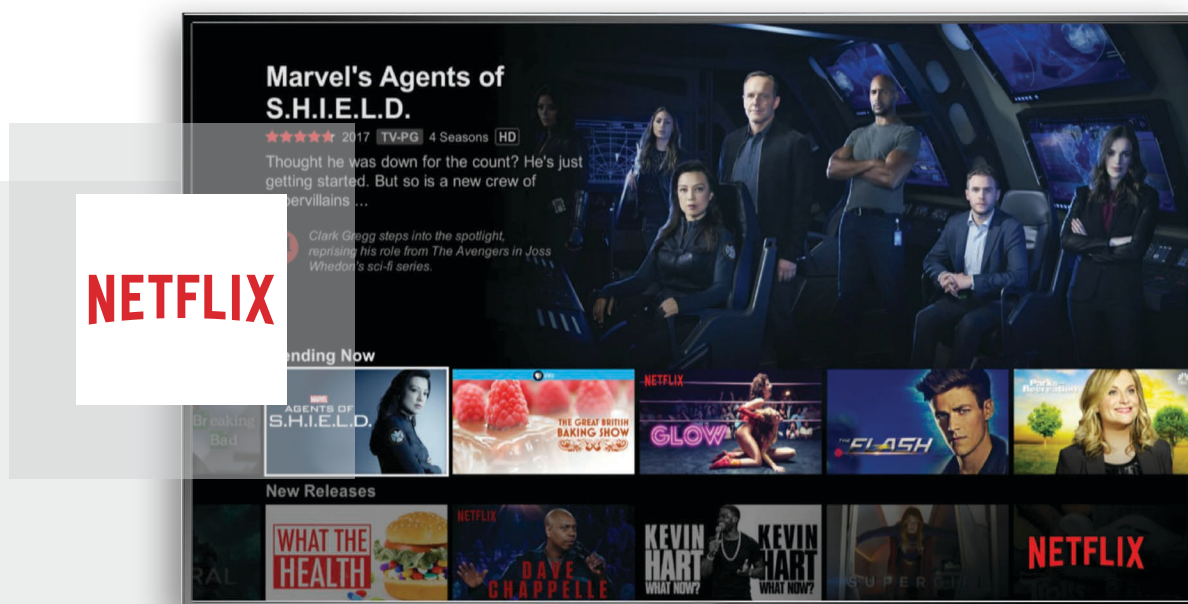


Get the lowdown on accessing On Demand at [youtube.com/user/dish](https://youtube.com/user/dish)

## Apps Available on DISH

### Turn Any TV Into a Smart TV

The Wally brings the best of the web to your TV. The Apps menu helps you find games, listen to music, and keep up with the latest in sports, news, and entertainment. Stay informed and entertained — from the comfort of your couch.



### Netflix

#### No more switching inputs or juggling remotes.

Simply press **MENU** on your remote, then scroll and select the Netflix app\*.

Or visit **Channel 370** in the guide.

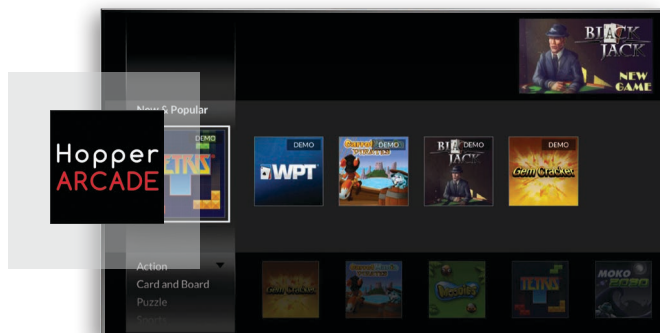
#### Integrated search.

Browse your channel guide, recorded programs, Netflix\*, and On Demand shows with just one search.

*\*Netflix streaming membership required. Use of apps requires an internet-connected Wally.*



Get the lowdown on Apps Available  
with DISH at [youtube.com/user/dish](https://youtube.com/user/dish)

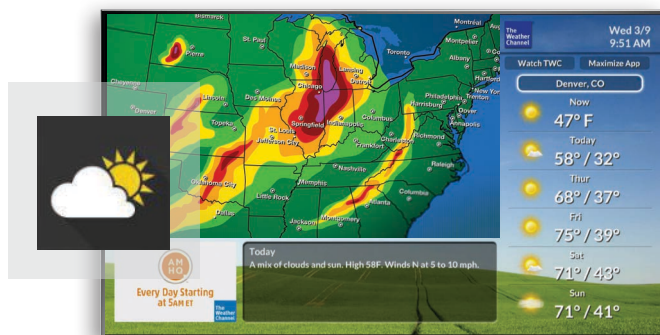
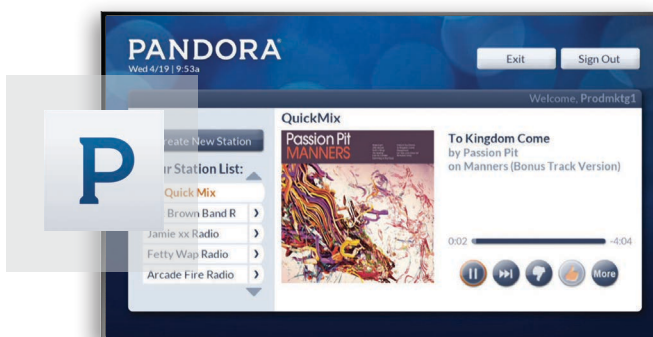


### Hopper Arcade

From Blackjack to Scrambler and more, play interactive games that require no extra equipment.

### Pandora

Enjoy free, personalized radio that plays music you'll love. Discover new music and enjoy old favorites!



### The Weather Channel

See weather forecasts, stories, and expert insights from the most trusted source in weather.

### Accessing Additional Apps

Press **MENU** on your remote and then scroll to and select **APPS**.



## The Best of Sports

### Game Finder

**Watch sports like a pro.** DISH's sports discovery app aggregates scores across every network, making it easy to find the most exciting games on TV. Customize your experience with the teams and sports that matter to you. View the latest matchups and what channels they're on, even schedule recordings and reminders. On game day, Thuuz ratings will alert you to the action, translating real-time analytics into excitement ratings across the world of sports.



Customize your experience with the teams and sports that matter to you.

View the latest matchups and what channels they're on, and schedule recordings and reminders.

On game day, Thuuz ratings will alert you to the action, as games unfurl across the NFL, MLB, NBA, NHL, and college sports.

To load Game Finder, press the **HOME** button twice, then select **APPS**.



Get the lowdown on Game Finder with DISH at [youtube.com/user/dish](https://youtube.com/user/dish)

### Multi-Channel View



### College Sports Multi-Channel View

Watch six pre-selected college games on one screen. Simply visit **CHANNEL 151** in the guide.

### ZONA FÚTBOL®

Watch six pre-selected soccer games on one screen. Just go to **CHANNEL 870** in the guide.



Get the lowdown on College Sports and Zona Fútbol with DISH at [youtube.com/user/dish](https://youtube.com/user/dish)

## Great TV for the Great Outdoors

*"I want to watch HD TV under the stars."*

"DISH makes it easy to get great TV outdoors. Choose from our wide range of MobileDISH® portable antennas, all compatible with your Wally, and take HD TV wherever you roam."





We know you love the crackle of a campfire. Now add amazing HD TV under the stars.

As the world's smallest and fastest mobile receiver, your Wally is the perfect companion for the great outdoors, whether you RV, camp, or tailgate. Simply pair it with our portable MobileDISH-enabled equipment and you'll be ready to watch in minutes.



RVING



TAILGATING



CAMPING



TRUCKING



CABIN

The Wally is compatible with a wide range of portable equipment, including:



**Tailgater® 4**  
Portable Satellite Antenna



**Playmaker®**  
Portable Satellite Antenna



**Trav'ler**  
Automatic Multi-Satellite Antenna

For step-by-step instructions on setting up your equipment, visit the DISH Outdoors section of your MyDISH.com account



To learn more about DISH outdoors, visit [www.mydish.com/outdoors](http://www.mydish.com/outdoors)





# PERSONAL & ACCOUNT

03

---

*"I want to personalize my Wally, just like my smartphone."*

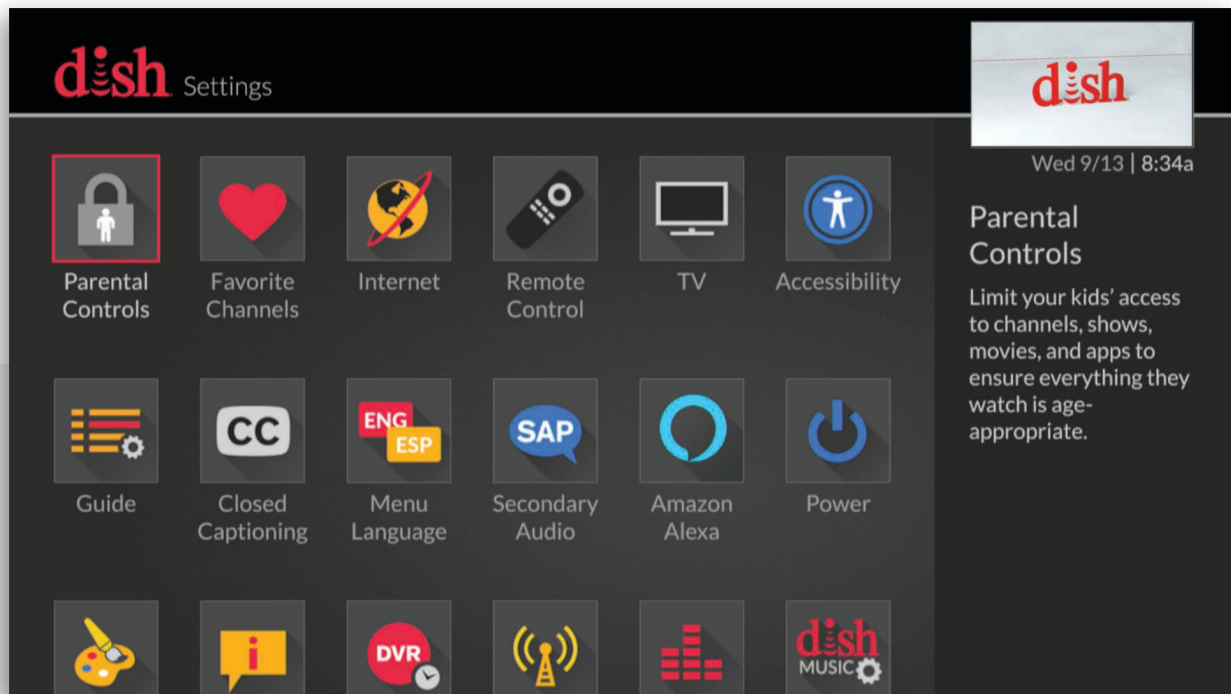
---

"Now you can. Customize the appearance of your guide, set up parental controls, program your remote, and more."

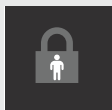


# IZATION T

## Settings

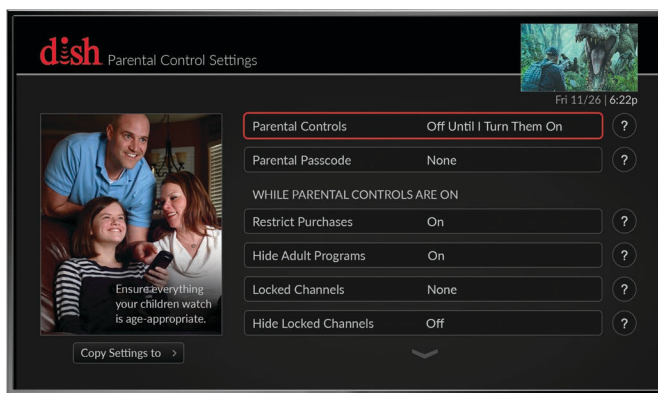


Here's a deeper dive into your settings, where, just like a smartphone, you can customize your Wally according to your personal preferences. Use your remote to highlight the setting that you wish to access and press **SELECT**.




### Parental Controls

Wally gives you all sorts of options when it comes to establishing control over what programming and channels are accessible to everyone in your house.



### QUICK TIP

Anytime you see a  you can select it to see additional information about that feature.

### Setting Up Parental Controls

- 1 Press **HOME** twice on your remote and select Settings, then Parental Controls.
- 2 Select your desired restrictions from the options on screen.
- 3 Before you can add restrictions, you will need to create a four-digit passcode. While parental controls are on, this passcode must be entered whenever you wish to access restricted video content, channels, or apps.

### Here are just a few of the things you can customize:

- Restrict purchases
- Hide adult programs
- Lock specific channels
- Hide locked channels from your guide
- Restrict TV or movie ratings
- Limit what apps your kids can access
- Protect kids from coarse language, sex, and violence
- Allow kids to watch only what's suitable for their age



Get the lowdown on Parental Controls with DISH at [youtube.com/user/dish](https://www.youtube.com/user/dish)





### Internet Connectivity

**Connect to the Internet to Maximize Your Entertainment.** Simply connect your receiver to the internet to enjoy all of your Wally's features. You can use any internet provider, too. And don't worry—your connections are secure; no private information is transmitted.

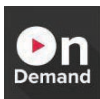
### How to Get Connected

The easiest way to get started is by plugging in an Ethernet cord to the back of your Wally. Don't have one close by? That's fine; you can connect using your home's Wi-Fi connection.

Press **HOME** twice on your remote, then select **SETTINGS > INTERNET > WIRELESS SETUP**. It usually takes less than a minute. To learn more and get step-by-step instructions on connecting, visit [mydish.com/getconnected](http://mydish.com/getconnected).

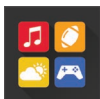
Connect now and get...

---



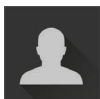
### Free Shows and Movies

Enjoy thousands of your favorite shows and movies. Catch up on missed episodes, binge-watch an entire series, or check out new shows and movies with On Demand.



### Apps

With an internet connection, you can access popular apps; enjoy music with Pandora; movies, shows, and original series with Netflix; and more.



### Customer Support

Get access to customer support and view or pay your bill 24/7 with your remote once you're connected to the internet.

---



Get the lowdown on connecting your Wally to the internet at [youtube.com/user/dish](http://youtube.com/user/dish)



### Customize Your Remote

Create a seamless experience when watching TV by customizing your DISH remote to control your TV, other devices, audio functions, and more — all according to your preferences.



### Devices

Program your remote to a TV or auxiliary device. Helpful onscreen instructions will walk you through the process step by step.

### Volume and Mute

You can also have your remote control audio on your TV or an auxiliary device.

### Recall

Customize this function to tune in to, or see a list of, previously watched channels:

- Tune in to the previous channel
- Show the last 6 channels viewed
- Tune in to the previous channel and show the last 6 channels viewed

### Advanced

These options will help keep you on the right input and channel for watching DISH programming. Simply click on a question mark next to these options to learn more.



Get the lowdown on programming your remote to the receiver at [youtube.com/user/dish](https://www.youtube.com/user/dish)

## How to Read My Bill

At DISH, we believe that watching TV should be simple – just like reading your bill. That's why our bill was voted the clearest bill to understand for six years in a row. Now let's take a closer look.

P.O. BOX 7203 PASADENA CA 91109-7303 8255 9000 NO RP 08 08092016 YNYYNNNN 01 017 0064		
Previous Activity		
	Previous Bill	\$xx.xx
xx/xx/xx	Card Payment	- \$xx.xx
	Past Due Balance	\$xx.xx
New TV Charges		
xx/xx/xx - xx/xx/xx	Monthly TV	
	America's Top 200	\$xx.xx
	Local Channels	\$xx.xx
		\$xx.xx
xx/xx/xx - xx/xx/xx	Equipment	
	Joey Receiver	\$xx.xx
	Hopper DVR Service	\$xx.xx
		\$xx.xx
xx/xx/xx - xx/xx/xx	Add-Ons	
	DISH Protect Silver Video	\$xx.xx
		\$xx.xx
xx/xx/xx	One-Time Charges	
	Beauty and the Beast	\$xx.xx
		\$xx.xx
xx/xx/xx	Taxes	
	State/Local Tax (Sales)	\$xx.xx
		\$xx.xx
xx/xx/xx	Surcharges	
	FCC Regulatory Fee	\$xx.xx
		\$xx.xx
	New TV Charges	\$xx.xx
	Total Due	\$xx.xx

Previous bill amount and payments you've made.

Cost of your programming package and local channels.

Cost of your DVR service and any additional receiver.

Cost of any add-on packages you've subscribed to.

Any one-time charges such as pay-per-view or On Demand movies.

State or federal taxes that DISH is required to collect.

Total due after subtracting previous billing activity and payments.



### QUICK TIP

Enjoy the convenience of eBill by getting your monthly bill sent directly to your email every month. Not only will ditching your paper bill help out the environment, but you will get your billing details sooner and can view and pay your bill anywhere at anytime. Sign up through the MyDISH app or your mydish.com account.

## How to Pay My Bill

DISH gives you four easy ways to pay:

- 1 **AutoPay:** Never worry about missing a bill again
  - Log in to your account at mydish.com.
  - Select the AutoPay icon under **MY ACCOUNT SUMMARY**.
  - Tick the **AUTOMATICALLY PAY MY BILL** checkbox.
- 2 **MyDISH website:** Make a one-time payment in seconds
  - Log in to your account at mydish.com.
  - Select the amount to pay under **PAY MY BILL** and enter your payment information.
  - You can also view previous statements and your payment history. Simply select **ACCOUNT SUMMARY** to see previous payments and statements.
- 3 **Text:** Make a one-time payment instantly
  - Text **PAY BILL** to DISH1 (34741) to make a payment with your most recently used credit or debit card.
  - The number you text from must be associated with your DISH account – if needed, log in to your account at mydish.com and add a number under **MY PROFILE**.
  - You can also sign up to receive your monthly balance via text under **MY PREFERENCES**.
- 4 **TV:** Pay from the comfort of your couch
  - Press **MENU** on your remote.
  - Select the **MY ACCOUNT** tile.
  - Click **MANAGE MY ACCOUNT**.
  - Select **PAY MY BILL**.



### Be a Hero for Saving Trees. Sign Up for eBill Now!

Log in to your account at mydish.com and select the eBill icon under Account Summary.



Get the lowdown on billing basics at [youtube.com/user/dish](https://youtube.com/user/dish)



## Contact Us

### Help APP

Access helpful information about the Wally by pressing and holding **INFO/HELP** on your remote.

### OnDISH Magazine

To subscribe, visit  
[mydish.com/programmingguides](http://mydish.com/programmingguides)

### Customer Support

- [mydish.com/support](http://mydish.com/support)
- [mydish.com/chat](http://mydish.com/chat)
- Apple Business Chat
- **1-800-333-DISH**

### Channel 103

*Hopper Insider* is an entertaining show that features DISH experts walking you through features in quick one- to two-minute segments.

