

a. Watching on Your Computer

Already use DISH Remote Access to set DVR timers? Then log in as usual and select the Watch LiveTV option. If not, follow the steps below:

1. Log in to your DISH Network account online at dish.com. If you do not have an online account, create one.
2. Select the DISH Remote Access option. If you are a first time user, follow the on-screen instructions.
3. Select the Watch LiveTV option.
4. *Note: if you have multiple DISH Remote Access-capable receivers on your account, be sure to select the proper receiver from the drop-down list. (You can find your receiver number by pressing MENU twice on your receiver’s remote)*

b. Watching on Your Mobile Device

To watch TV on a supported mobile device, follow the steps below:

1. Log in to your DISH Network account online at dish.com. If you do not have an online account, create one.
2. Select the DISH Remote Access option. If you are a first time user, follow the on-screen instructions.
3. Select the Go Mobile Option at the top of the screen.
 - Verify that your mobile device is compatible
 - Download the mobile app using the on-screen instructions for your specific mobile device
4. Log in and enjoy TV on your mobile device!

Troubleshooting Information

If DISH Remote Access does not display the Watch Live TV option:

- Make sure your home network is functioning properly. If none of your currently networked devices can access the internet, you should contact your Internet service provider first.
- Check that your DISH Network receiver is connected to your router.
- Check that the Sling Adapter is securely connected to the USB port on the receiver and the receiver is powered on.

Check Broadband Configuration	Check that the wiring between your DISH Network receiver and your broadband source is configured properly using dish.com/wiring.
Reset Broadband Modem/Router	Unplug your broadband modem/router for 10 seconds and plug it back in.
Reset Receiver	Unplug your DISH Network receiver for 10 seconds and plug it back in. It may take up to 5 minutes for the reset process to complete.
Perform Connection Test	Using your remote control, press MENU, “System Setup, “Diagnostics,” “Connection.” You should see “Connection OK”

Still having problems?

Visit dish.com/chat or call 1-800-894-9131.

Frequently Asked Questions

1. Can I watch one channel remotely while another person at home watches a different channel?

When the Sling Adapter is connected to a multi-room receiver (2TVs using 1 receiver), changing channels remotely is the same as changing them at home on TV2 and you are essentially sharing that TV with those at home. Therefore, on TV1 you can watch one thing at home while watching something different remotely, but not on TV2.

2. How many viewers can connect to the same Sling Adapter at the same time?

Only one viewer can be connected to a Sling Adapter at any given time.

3. Does the TV have to be on at home when I access and watch from a remote location?

No. Your Sling Adapter allows you to control the TV in your home connected to the adapter without the TV or receiver having to be turned on. Also, watching your TV from a remote location does not turn on the TV.

4. What are the network bandwidth speed recommendations for remote viewing?

- HD Viewing: 3 Mbps or higher
- SD Viewing: 600 Kbps or higher
- Mobile Viewing: 150 Kbps or higher