

# RECEIVER SET UP GUIDE

dish.



# 1. Labeling Your Cables

*Use the labels provided to complete this step. Do not remove any cables from the receiver being replaced until Step 2.*

- a.** Attach the blue label to the cable connected to the “Home Video Network” port.



- b.** For your audio/video connection, you will either use an HDMI cable or RCA cables. Attach either the black label to the cable connected to the “HDMI” port or the orange label to the cables connected to the RCA ports.



## 1. Labeling Your Cables (Cont'd)

- c.** Attach the yellow label to the cable connected to the "Ethernet" port.  
*You may not have this cable.*



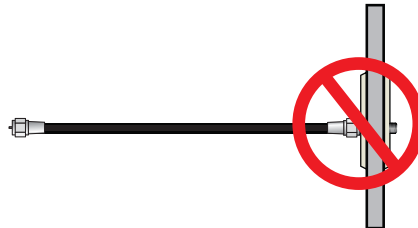
## 2. Disconnecting Your Cables

- a.** Disconnect the cables from the receiver being replaced. Only disconnect the cables at the end connected to the receiver. Do not disconnect the cables from the wall or TV.

Receiver



Wall



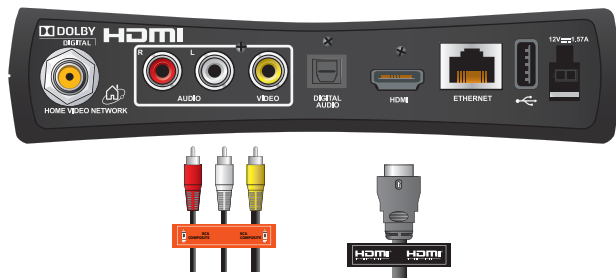
- b.** Disconnect the power cord from your receiver and wall. A new power cord was shipped with your Joey, which will be used to power your new receiver.

### 3. Connecting the Cables to Your Replacement Receiver

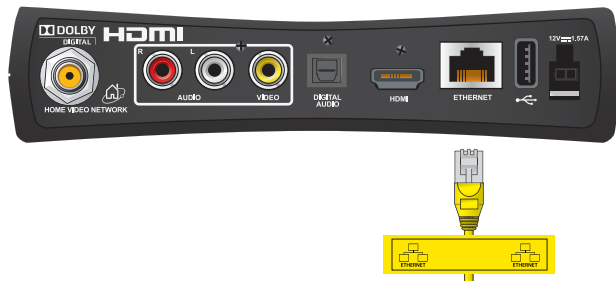
- a.** Connect the Home Video Network cable to the "Home Video Network" port on your Joey.



- b.** Connect the HDMI cable, or RCA cables from the TV to the corresponding port(s) on the replacement receiver.

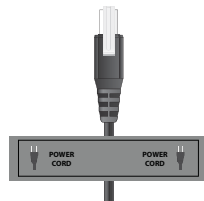


- c.** Connect the Ethernet cable to the "Ethernet" port on the replacement receiver.



### 3. Connecting the Cables to Your Replacement Receiver (Cont'd)

- d.** Connect the new power cord to the power cord adapter port on the new receiver.



- e.** Look at the side of your Joey and make sure the Smart Card is secured firmly in the slot.

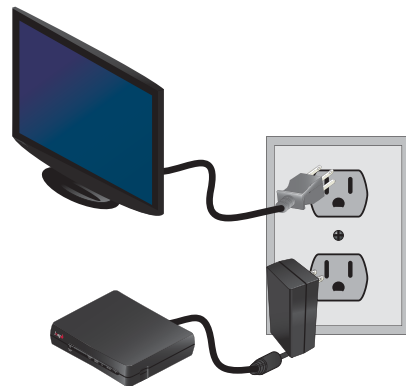
*Not all receivers will have a Smart Card. If your receiver does not have a Smart Card, go to Step 4.*



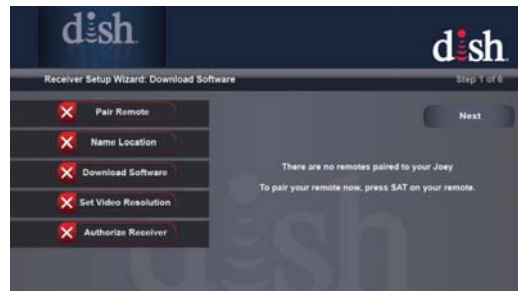
## 4. Powering Your Equipment

**a.** Make sure your TV's power cord is plugged into the wall outlet and turn on your TV.

**b.** Plug the power cord from your Joey into a wall outlet.

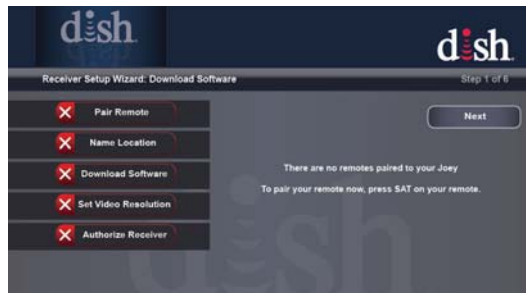


**c.** Your screen should now display the Receiver Setup Wizard screen. If you do not see this screen, confirm that you are on the correct input for watching DISH programming. Check the input by pressing the Source/ Input button located on the side, back, or front of your TV.



## 5. Pairing Your Remote Control & Setting Your Joey Location

- a.** Press the SAT button on your remote control to pair it to your Joey.



- b.** Using the arrows on your remote control, scroll to the location where your Joey is located and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.



## 6. Downloading the Joey Software

**a.** Wait while the System Setup wizard downloads your Joey software. This process will take approximately 20 minutes.



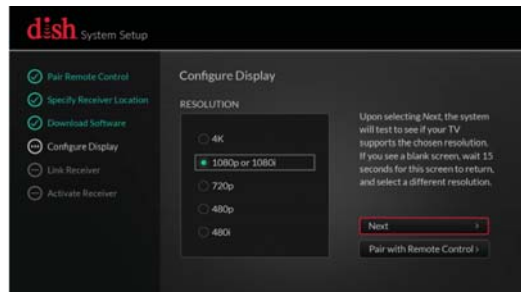
**b.** When the download is complete, your Joey will reboot automatically.



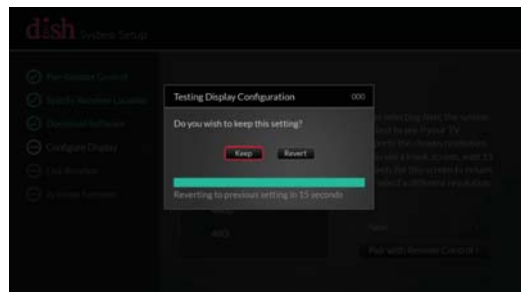


## 7. Setting Your TV Configuration

**a.** Using the arrows on your remote control, scroll to your TV's resolution and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.

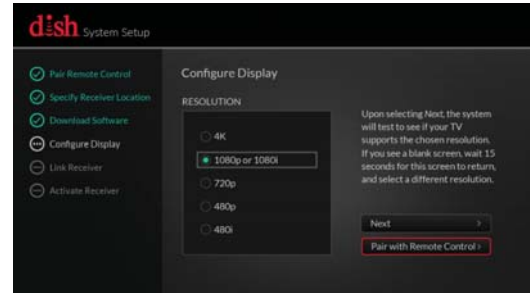


**b.** Using the arrows on your remote control, highlight "Keep" and then press SELECT on your remote control to keep your TV Display Configuration.

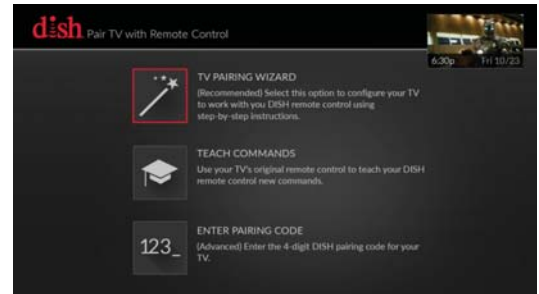


## 7. Setting Your TV Configuration (Cont'd)

- a.** Using the arrows on your remote control, highlight "Pair with Remote Control," and then press the SELECT button on your remote control.

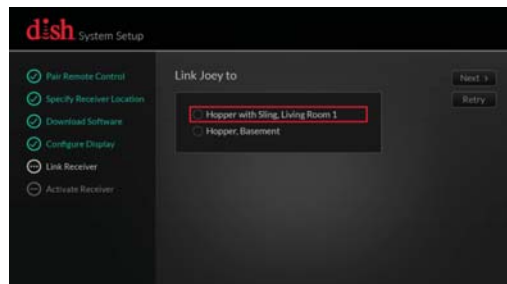


- b.** Using the arrows on your remote control, highlight "TV PAIRING WIZARD" and then press the SELECT button on your remote control. The TV Pairing wizard will now walk you through step-by-step instructions to configure your TV to work with your DISH remote control.

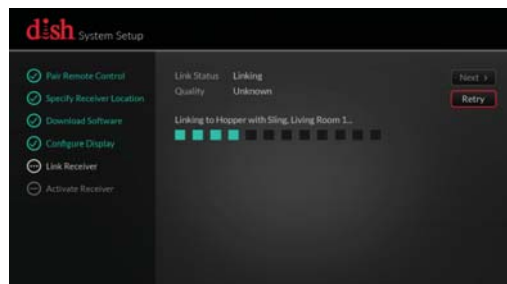


## 8. Linking Your Joey to Your Hopper

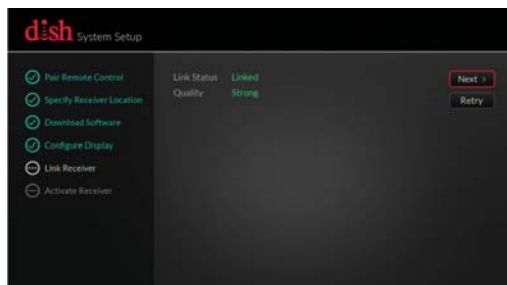
**a.** Using the arrows on your remote control, highlight the Hopper you wish to link to, and then press the SELECT button on your remote control.



**b.** Wait while your Joey links to your Hopper.



**c.** Once your Joey links to your Hopper, use the arrows on your remote control to highlight "Next" and then press the SELECT button on your remote control.

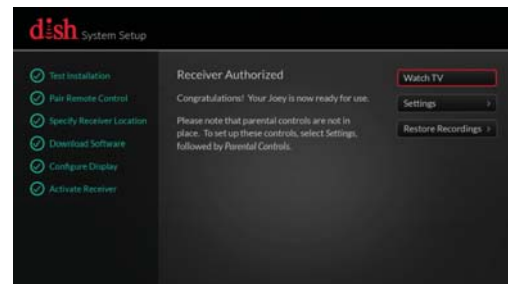
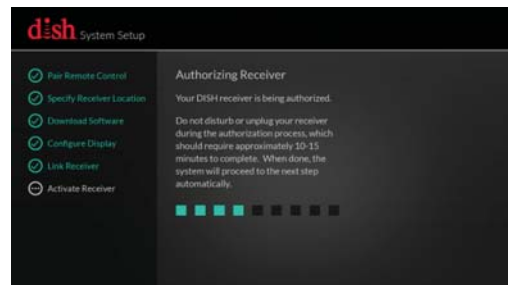


## 9. Activating Your Joey

**a.** Please call 1-800-333-DISH (3474) to activate your Joey. Have your Receiver ID and Smart Card ID ready for the DISH representative you speak with.

**b.** Once your Joey is activated, the System Setup wizard will authorize your Hopper. This process will take 10-15 minutes to complete. Once complete, the System Setup wizard will automatically proceed to the next step.

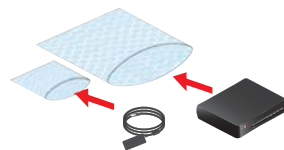
**c.** To begin using your Joey, use the arrows on your remote control to highlight "Watch TV" and then press the SELECT button on your remote control.



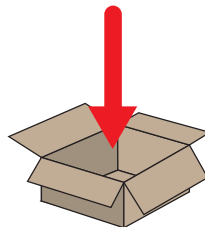
## 10. Returning Your Original Receiver

*If there is a Smart Card in your receiver, do not remove it; a new Smart Card has been issued with your new receiver. Do not pack any other equipment or attachments.*

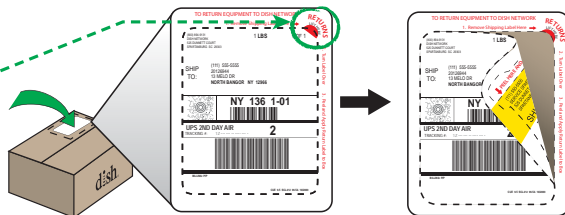
- a.** Pack your original receiver and power cord in the protective bags.



- b.** Place the receiver and power cord in the box that the new receiver came in.

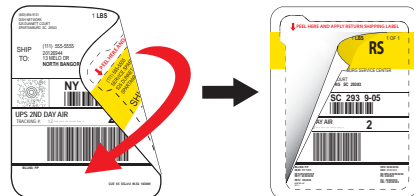


- c.** Locate the original shipping label on the box and remove it using the red tab. Continue to Step 10d.



## 10. Return Your Original Receiver (Cont'd)

- d.** Turn the original label over and peel off the yellow return shipping label to expose the adhesive.



- e.** Apply the yellow return label to the top of the box and seal the box.

- f.** Copy the RA and UPS tracking numbers for your records.



- g.** Return the removed receiver at the nearest UPS dropoff location. To find the location nearest you or to schedule a pickup at your cost, visit [ups.com/dropoff](https://www.ups.com/dropoff).

***Notes:***

---



Vist us at:

[www.dish.com/chat](http://www.dish.com/chat)

Select "Chat Now" for assistance

Call our 24/7 Toll Free  
customer service:

**1-800-333-DISH (3474)**



**mydish.com**



DN006878