



DISH Network HDTV Satellite Receiver

User's Guide

To subscribe to programming,
or for assistance with installing
or using the system,
call Customer Service at
1-800-894-9131

181243



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Warning and Attention Symbols

You must be aware of safety when you install and use this system. This User Guide provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

For Your Safety



Do not try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are no user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.



To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from www.echostar.com.

Equipment and Software Covered by this User’s Guide

This User Guide covers the ViP211k, ViP211, and DISH 411 receivers, and software models ViP211k, ViP211, and DISH 411. This Guide may cover other devices, not listed here.

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Please send comments or questions about this User Guide to: techpubs@echostar.com or Technical Publications, EchoStar Technologies L.L.C., 100 Inverness Terrace East, Englewood, Colorado 80112.

Part Number: 181243

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Introduction



Chapter

1

Introduction to DISH Network Services

What you'll find in this chapter:

- **WELCOME**
- **HOW TO USE THIS GUIDE**
- **ABOUT YOUR DISH NETWORK ACCOUNT**
- **WATCHING TV NOW**
- **PAUSING LIVE TV**
- **ABOUT SATELLITE TV RECEPTION**
- **WHY CONNECT TO A PHONE LINE OR BROADBAND**

WELCOME

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

Your new DISH Network Digital Video Recorder (DVR) receiver has three tuners (two satellite and one over-the-air) for recording and playback in standard or high definition. Additionally, the DVR features and a host of other functions make it one of the most versatile and exciting devices in home entertainment.

This satellite receiver lets you decide how you watch TV. You can record and play back audio and video with full digital quality. You can pause a live program and not miss any of the action or you can record a program to watch later, without a DVR/VCR.

HOW TO USE THIS GUIDE

This section explains how the guide is divided and the conventions used throughout.

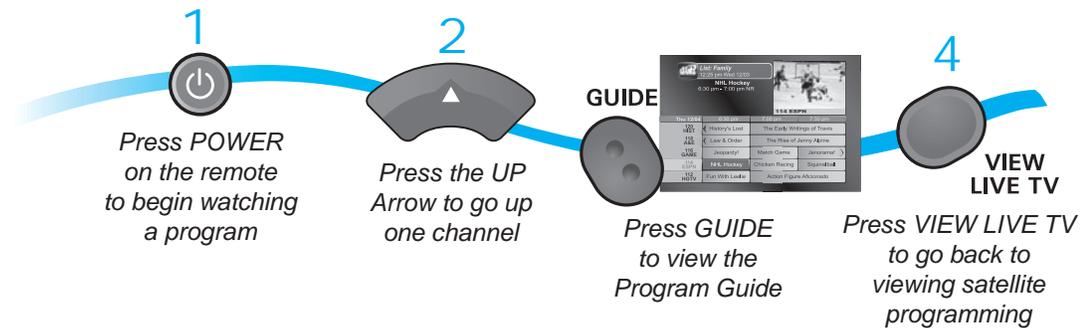
Guide Overview

This guide contains several chapters to make it easy for you to find what you need:

- *Chapter 1* - gives you a brief overview of DISH Network and your new receiver.
- *Chapter 2 - Satellite Receiver* explains the basic features of your system and how to use the remote control, front panel buttons, and back panel connections.
- *Chapter 3 - Watching TV* describes how to change channels and look for programs.
- *Chapter 4 - Pay Per Programs* shows you how to order and watch Pay-Per-View and DISH On Demand programs.
- *Chapter 5 - Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6 - Parental Controls* explains how to set locks and passwords.
- *Chapter 7* - describes how to use the Dish**HOME** Interactive TV features of your satellite TV system.
- *Chapter 8 - Timers* shows you how you can record and play back your favorite programs when you want to watch them.
- *Chapter 9 - Remote Control Setup* contains instructions for programming your remote to control your satellite receiver and equipment like a TV, DVD, or VCR.
- *Chapter 10 - Customizing Receiver* shows you how to customize your receiver.
- *Chapter 11 - Connections* explains how to connect your satellite receiver to your TV and other equipment, such as a TV, DVD, or VCR.
- *Reference* includes troubleshooting steps for common issues and remote control device codes.
- *Appendix* includes the warranty, the Residential Customer Agreement, and FCC compliance information.

Guide Conventions

- The names of remote control buttons are all uppercase.
Example: Press SAT.
- On-screen menu options are bold.
Example: Select **System Setup**.
- Select means to move the highlight to an on-screen option or choice in a list and press SELECT on the remote control.
Example: Select the **Locks** option.
- The instructions in this guide are shown in one of two ways:
 - Instructions in the form of pictures are handy if you'd like to learn something quickly. These instructions are numbered left to right as shown in the sample below.
 - Instructions that are written out are helpful if you'd like to learn more details.



Chapter 1

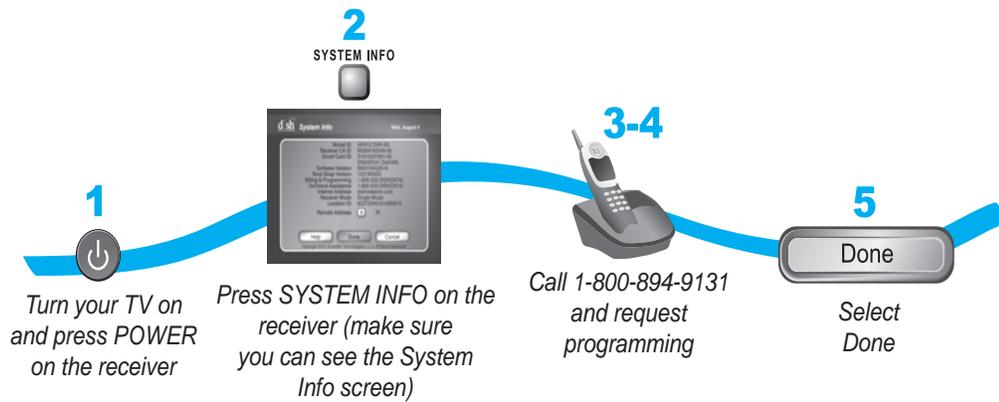
About Your DISH Network Account

ABOUT YOUR DISH NETWORK ACCOUNT

This section describes how to order your packages and provides information on how to find information about your DISH Network account.

Ordering Your Programming Packages

Before you can enjoy your new receiver, order your programming packages. You can also add programming using the Customer Support Application through DishHOME.



- 1 Press **POWER** on the front panel to turn on the receiver.
- 2 Press **SYSTEM INFO** on the front panel to display the receiver's System Info screen on the nearby TV screen.
- 3 Call 1-800-894-9131 and tell the Customer Service Center the system has been installed and you would like to begin receiving services. A representative will explain the available program packages. Give the representative information from the System Info screen, as requested.
- 4 Your services will be turned on via the satellite signal. This process usually takes just a few minutes.
- 5 Select **Done**.

Where to Find Information on Your Account

If you want to know about charges to your DISH Network account or if you would like to make changes to your programming packages, be sure to have your account information handy and choose one of the following:

- Go to our website at www.dishnetwork.com/myaccount.
- Press **MENU** on your remote control and then select **Customer Support**.
- Call DISH Network at 1-800-894-9131.

Note: Additional authorization may be required before high definition programming and/or over-the-air digital broadcasts can be viewed; additional fees may apply.

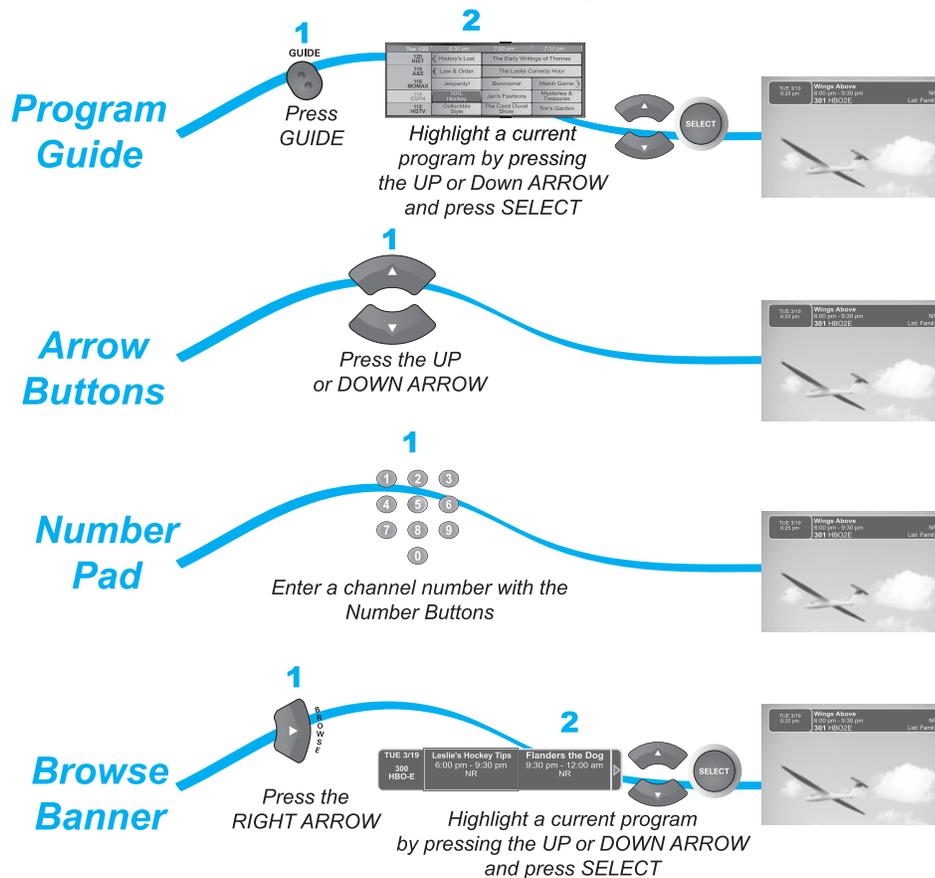
WATCHING TV NOW

After you have ordered your programming package, you can begin enjoying the features of your new satellite TV receiver. When you complete these simple tours, you'll be familiar with the remote control and be able to find a program to watch, pause live TV, and record your favorite shows.

Finding a Program to Watch

If you want to know more about watching TV, see *Chapter 3 - Finding Programs to Watch*.

4 Ways to Find a Program

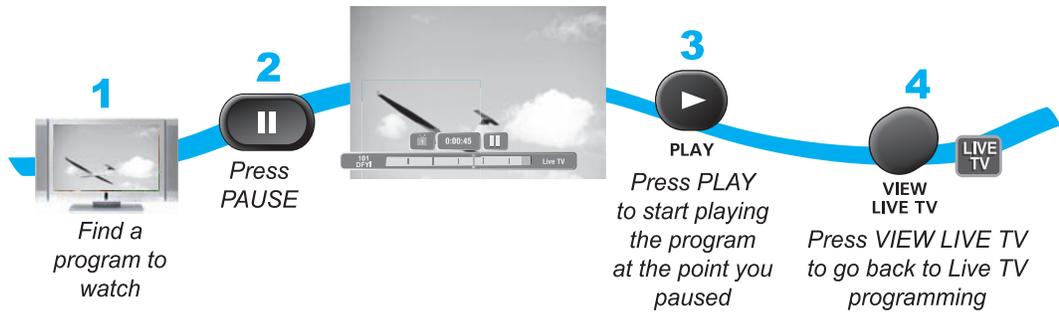


Chapter 1

Watching TV Now

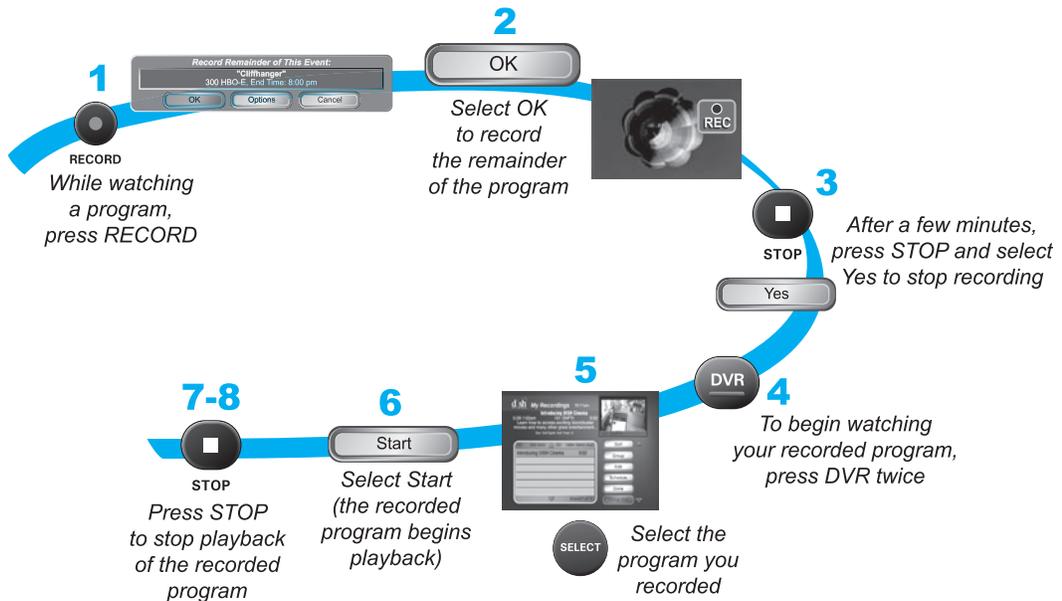
Pausing Live TV

Here's something you can't do with regular old TV: pause live TV because someone's at the door or calling you on the phone. For more about the pause feature of your receiver, see *Pausing a Program*.



Recording and Playing Back a Program

Take this tour to learn how to make basic recordings of your favorite shows. For more about the DVR features of your receiver, see *Chapter 8 - Digital Video Recording*.



ADDITIONAL SERVICES

Pay-Per-View

Catch all the action on Pay-Per-View. Take a break from regular TV and order the latest movies, sports, and special events. Be sure to connect an active phone line or broadband Internet connection to your receiver before you order a Pay-Per-View event.

DISH On Demand

Enjoy movies and other programming any time without schedules, without waiting, and without leaving your home. For details on ordering DISH On Demand events.

DishHOME

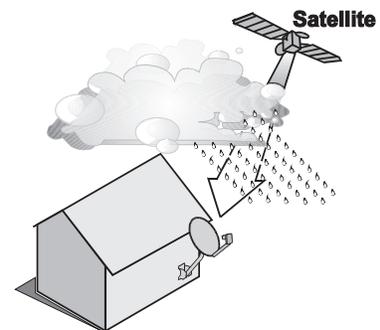
On Dish**HOME** (press DISH on your remote control), you'll find news, sports, weather information, TV and movie buzz, customer service, games, and more.

ABOUT SATELLITE TV RECEPTION

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation will help prevent rain and snow from interrupting the signal.



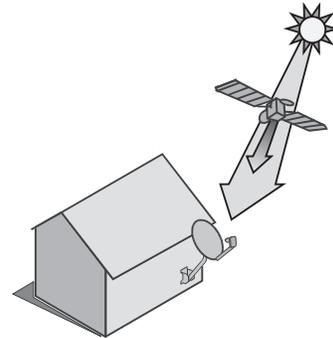
Chapter 1

Why Connect to a Phone Line or Broadband

Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellites as they orbit the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

During these brief periods, you will not be able to see programs on DISH Network. When the sun has moved from behind the satellites, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.



WHY CONNECT TO A PHONE LINE OR BROADBAND

Your satellite receiver is equipped with a standard telephone jack that you use to connect to an active telephone line. Keep the receiver connected to an active telephone line so that you are able to order pay-per-view programs using your remote control, use all of the **DISHHOME** Interactive TV features, and use other services from DISH Network.

Your satellite receiver can be connected to your broadband home network. Currently this connection allows you to order pay-per-view programs using your remote control, with additional features and services added in the future.

MOVING ON-SCREEN LOGO

Whenever the receiver is turned off using the remote control or front panel POWER button, the DISH Network logo and helpful tips displays on your TV screen. This feature is included with your receiver to assure you that the connections between your receiver and TV(s) are not lost and also provides useful information about your receiver and its features. Press POWER or SELECT on the remote control to resume watching satellite TV programming.





TIPS

- **Always have the latest software**—Turn off the receiver when you're not using it.
- **Order Pay-Per-View with your remote control**—Keep an active phone line or broadband Internet connection connected to the receiver. Not only will you have Pay-Per-View at your fingertips, but you'll also avoid unnecessary charges.



QUESTIONS

- **How do I find something to watch?** For more information on finding something to watch, see *Chapter 3 - Finding Programs to Watch*.
- **Why are some of the channels red in the Program Guide?** The channels that are red in the Program Guide are those which are not currently in your subscription. If you'd like to add channels, call 1-800-894-9131, go to www.dishnetwork.com/myaccount, or use the Customer Support Application through DishHOME.

I'm looking at program information in a guide I bought at the grocery store, but nothing matches what's on my DISH Network receiver, is something wrong? No. DISH Network programming may vary from what you'll find in a local publication. For best results, use the Program Guide on your receiver or order *DISH Entertainment Magazine*.

Chapter 1

Notes

Notes

Satellite Receiver



Chapter

2

About Your Satellite Receiver

What you'll find in this chapter:

- **REMOTE CONTROL**
- **USING THE MENUS**
- **USING THE MENUS**
- **USING TEXT FIELDS**

Chapter 2

Remote Control

REMOTE CONTROL

The remote control gives you easy access to all the features of your satellite receiver. You can program the 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.

The remote control uses IR signals to control both the receiver 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.

Remote Control Batteries

The remote control comes with four AAA batteries. When you replace old batteries you should replace all of the batteries at one time and use batteries of the same type (for example, all alkaline or all carbon zinc). Alkaline batteries last longer.

- 1 Press down on the top of the battery cover and slide the cover off.
 - 2 Take out all of the old batteries.
 - 3 Put four new batteries in. Make sure you match the plus (“+”) ends with the plus markings on the battery case.
- Note:** The remote control cannot work with less than four AAA batteries.
- 4 Slide the cover back into place.



Low Battery Warning

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

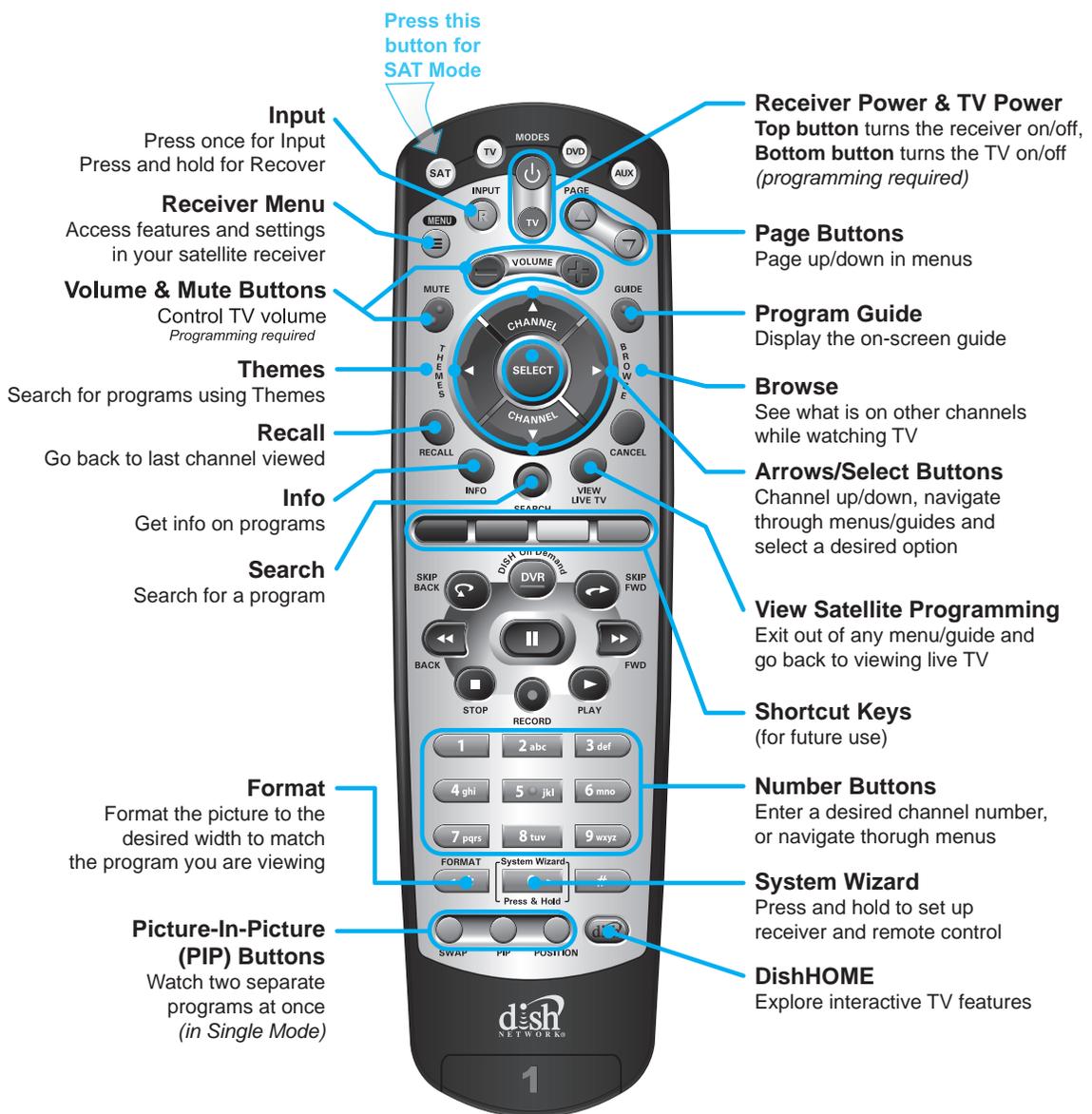


Here's a helpful hint: Don't wait until you see the low battery warning to change the remote control batteries. If your remote control doesn't seem to be working very well (for example, you have to press POWER more than once to turn the receiver on or off), it's a good indication that the batteries are getting weak.

Remote Control Buttons

SAT Mode

To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button. 

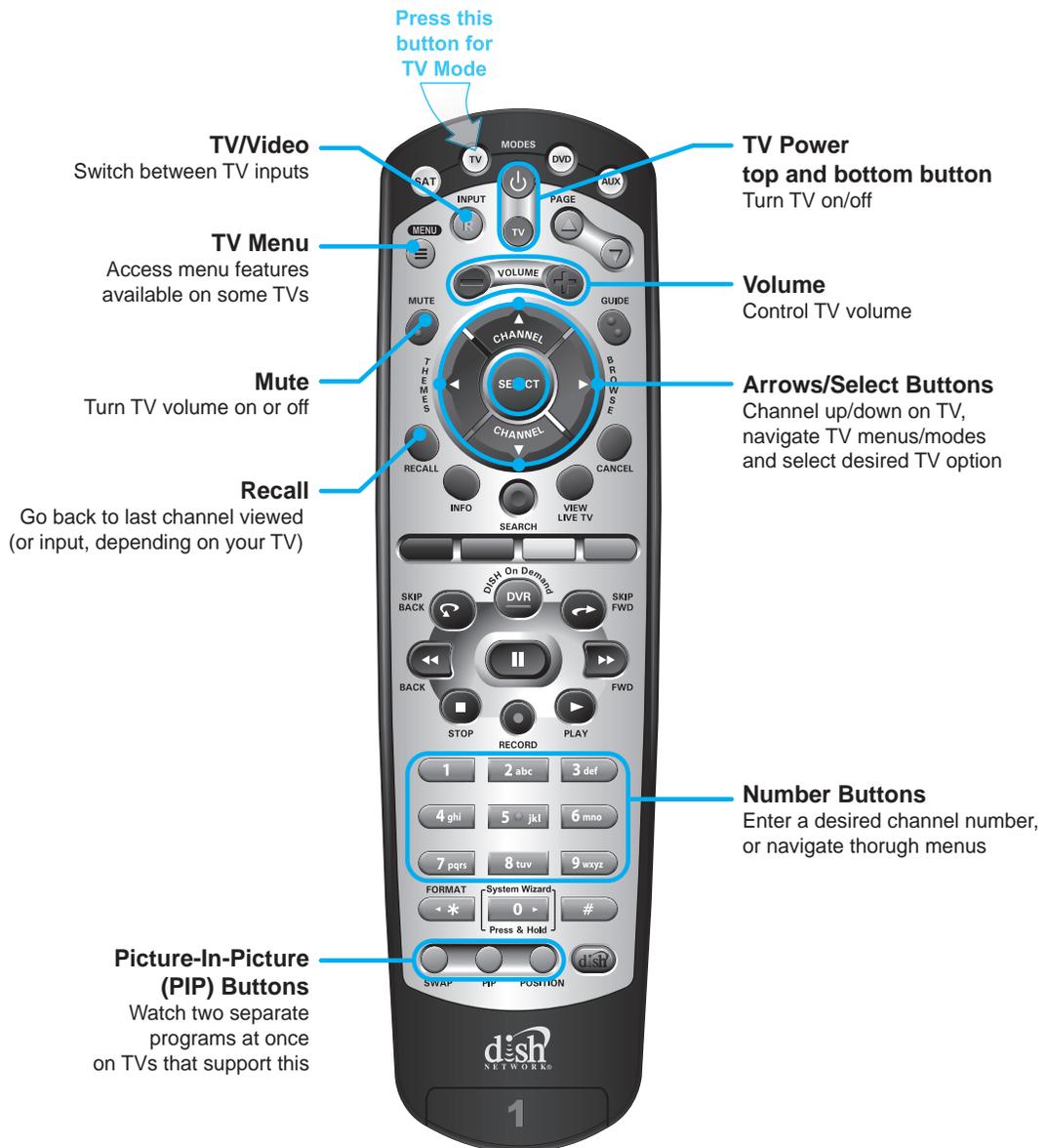


Chapter 2

Remote Control

TV Mode

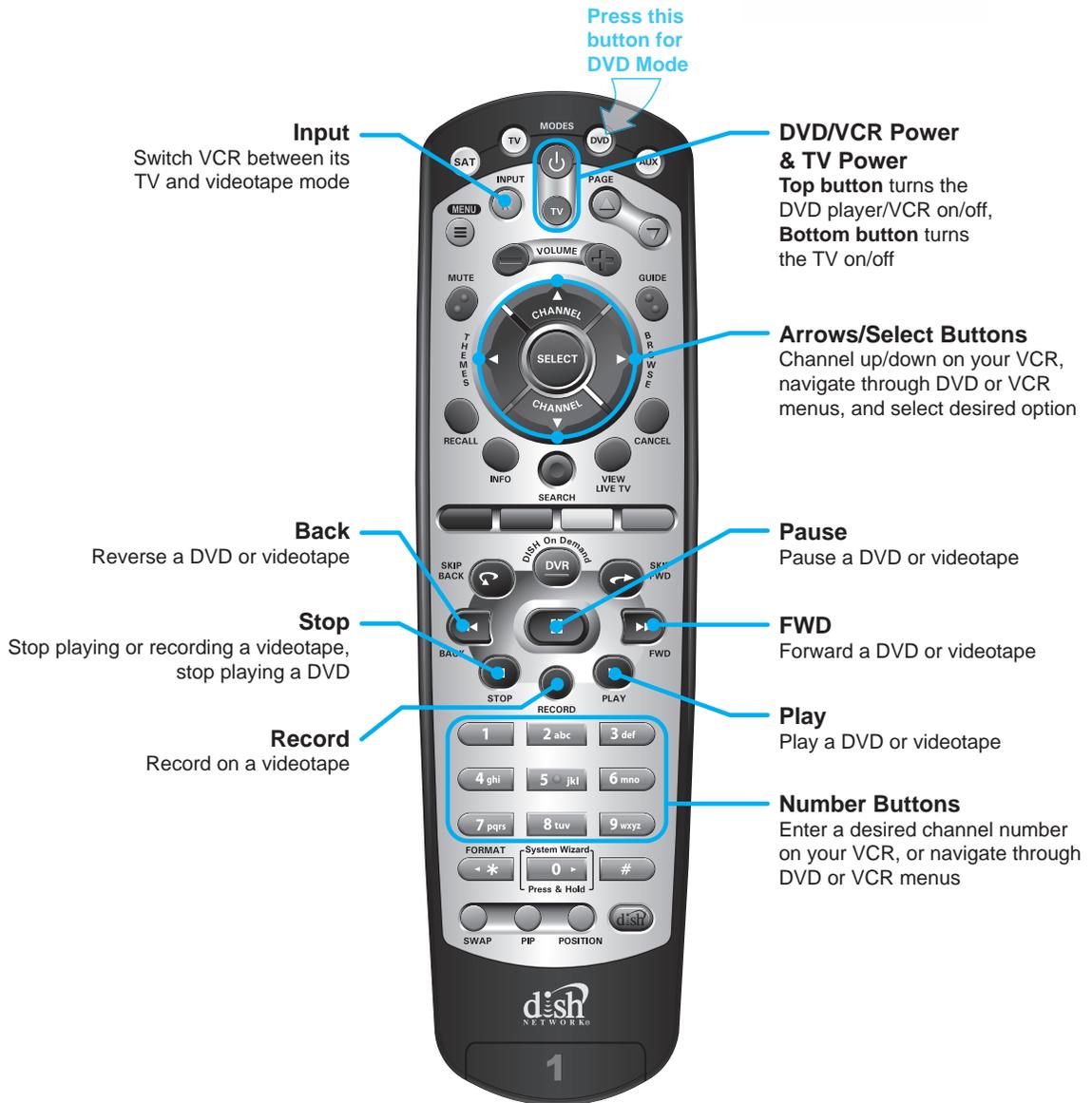
To use the features described in this section, make sure you are in TV mode by pressing the TV Mode button. 
Remote programming is required.



Note: Remote operation is different on DISH Network TVs. See your DISH Network TV User's Guide for proper operation.

DVD Mode

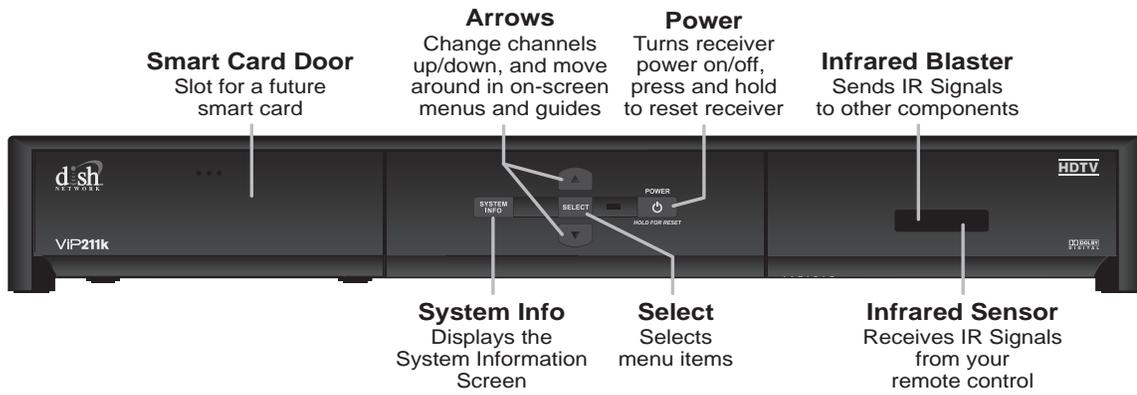
To use the features described in this section, make sure you are in DVD mode by pressing the DVD Mode button.  You can also use this mode to operate a VCR instead of a DVD player. Remote programming is required.



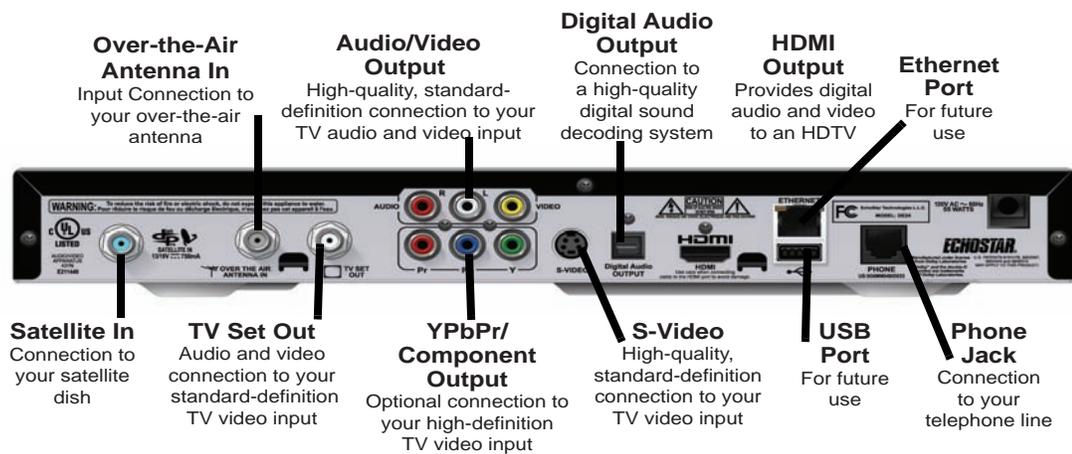
Chapter 2

Remote Control

Satellite Receiver Front Panel



Satellite Receiver Back Panel



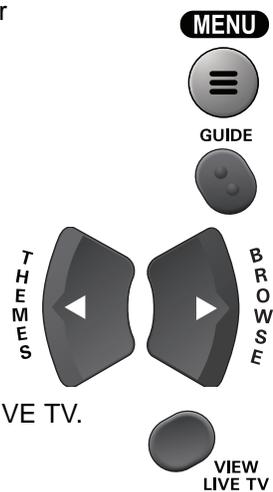
USING THE MENUS

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 MENU to open the Main Menu, then open any of the other menus from the Main Menu.
- Use the following buttons on the remote control:
 - Press GUIDE to open the Program Guide.
 - Press THEMES (LEFT ARROW) when watching a program to open the Themes and Search menu.
 - Press BROWSE (RIGHT ARROW) to display the Browse Banner.



To close a menu and return to watching a program, press VIEW LIVE TV.

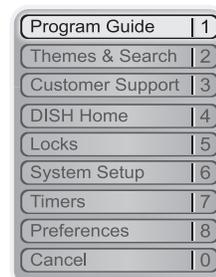
Highlighting Menu Options

To highlight a menu option, use the remote control ARROWS to move the on-screen highlight to the menu option. When you move the on-screen highlight, the highlighted option becomes amber in color.

Selecting Menu Options

When you select a menu option, that 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, you do not need to highlight the option first.
- Move the highlight to the menu option using the remote control ARROWS. Then press SELECT. In the example, **Program Guide** is highlighted.



Chapter 2

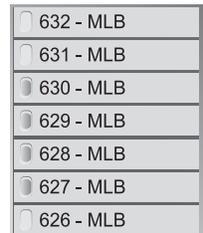
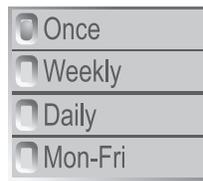
Using Text Fields

List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select **Done**. If you do not want to save any changes, select CANCEL to discard all the changes made in the menu.

There are two types of lists:

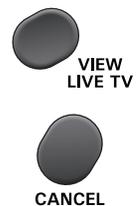
- A single choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.
- A multiple choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.



Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press VIEW LIVE TV.
- If you want to return to the previous menu, press CANCEL.
- Wait a few minutes and the menu will close automatically, discarding any changes you have made.



USING TEXT FIELDS

When you use features on the receiver, you might be required to enter information, such as the name of a movie when using Search, into areas known as *text fields*. Your receiver has two basic ways to enter the information:

- On-screen keyboard
- Remote control NUMBER PAD

Using the On-Screen Keyboard

Use the on-screen keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard. Select the characters you want.



Using the Number Pad

Use the letters above the NUMBER PAD on the remote control while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy 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."



While in the Text Field

When the cursor is in the field:

- Press the LEFT ARROW to delete characters.
- Press 0 to enter a blank space, such as between words.
- Press STAR to backspace without deleting characters.
- Use the RIGHT ARROW to forward space without deleting characters.

Chapter 2

Tips



TIPS

- If you do not do anything in a menu for several minutes, the menu automatically closes. This will discard any changes you made, and displays the program you were watching.
- On the remote control, press FORMAT (*) on the remote control to change the aspect ratio (display shape) of HD and SD channels.
- Keep from accidentally changing the channel or input on your TV by programming the remote in Limited Mode.



QUESTIONS

Why doesn't my remote control work? Make sure the remote control is in the right mode and you are pointing the remote directly at the receiver (or TV, VCR, or DVD player). Make sure the batteries are good.



Watching TV

Chapter

3

Finding Programs to Watch

What you'll find in this chapter:

- **CHANGING CHANNELS**
- **USING THE PROGRAM GUIDE**
- **USING THE BROWSE BANNER**
- **USING THEMES AND SEARCH**

Chapter 3

Changing Channels

CHANGING CHANNELS

Using the Up and Down Arrows

While watching TV, press the UP and DOWN ARROWS on your remote control to change channels one channel at a time. You can also change the channels the same way using the UP and DOWN ARROWS on the receiver front panel.



Entering a Channel Number

While watching TV, if you know the specific channel you want to watch, enter the channel number using the NUMBER PAD on the remote control.



USING THE PROGRAM GUIDE

You can use the Program Guide to see what programs are on, to change channels, and to schedule timers. To access this guide, press GUIDE.

Active Favorite List

Current Date & Time
Current Program Information

Program Date

Channels

Current Program

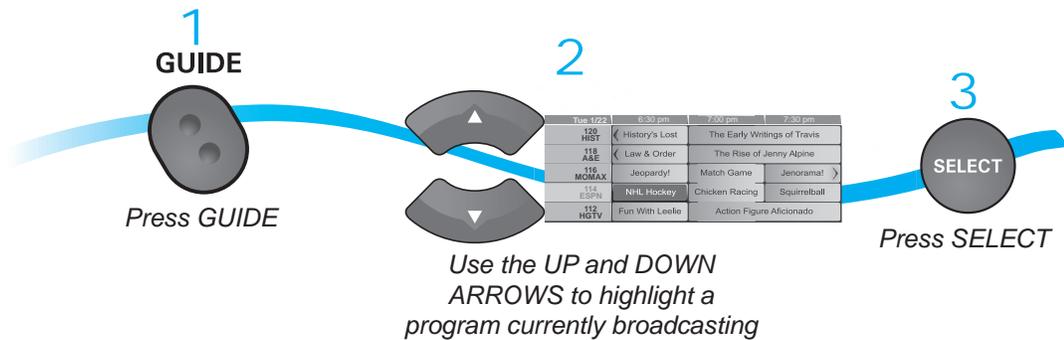
Program Times

Programs

Program Date	6:30 pm	7:00 pm	7:30 pm
120 HIST	History's Lost	The Early Writings of Travis	
118 A&E	Law & Order	The Rise of Jenny Alpine	
116 MOMAX	Jeopardy!	Match Game	Jenorama!
114 ESPN	NHL Hockey	Chicken Racing	Squirrelball
112 HGTV	Fun With Leetie	Action Figure Aficionado	

- A red background behind a channel usually means you have not subscribed to the channel. After you subscribe to a channel, you can tune to it. To subscribe to a channel, please call 1-800-894-9131.
- A yellow background behind a channel is for over-the-air digital channels. See instructions to connect an over-the-air antenna to your receiver.
- The Program Guide shows which Favorites List is active. If All Chan is active, the Program Guide shows all the channels. The All Sub list shows only the channels in your subscription. The All HD list displays only the high-definition channels in your subscription. If you activate another list, the Program Guide shows only the channels on that list.

- The Program Guide shows programs on now and coming on within the next two days. The guide does not show programs that have ended.

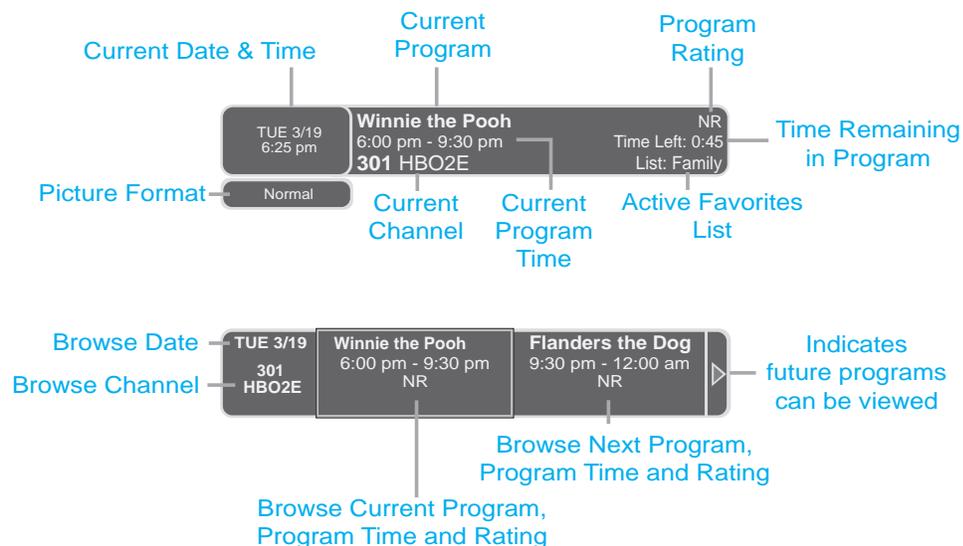


While using the Program Guide, you can:

- Press PAGE UP or PAGE DOWN to move a page of channels at a time.
- Enter the number of hours you want to skip forward or backward in the schedule, and then press the RIGHT/LEFT ARROW to move forward or back in the schedule.
- To quickly jump 24 hours forward or backward in the program guide, press the SKIP FWD or SKIP BACK buttons to move forward or back in the schedule.

USING THE BROWSE BANNER

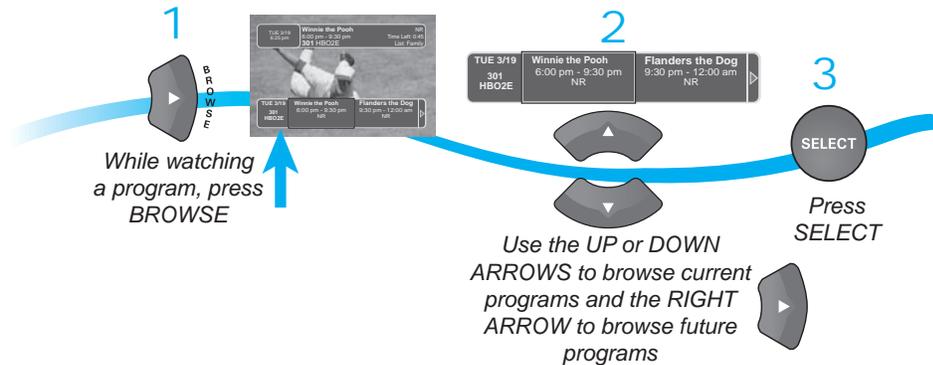
Use the Browse Banner to see what other programs are on and not miss any of a program you are watching. When the Browse Banner is open, you will see the Program Banner information on the current program at the top of the screen, and on the left side of the Browse Banner at the bottom of the screen. At the bottom right of the screen is information on the program that is on next on the same channel.



Chapter 3

Using Search to Find a Program

To see what is coming up on other channels, press the UP or DOWN ARROW while the Browse Banner is open.

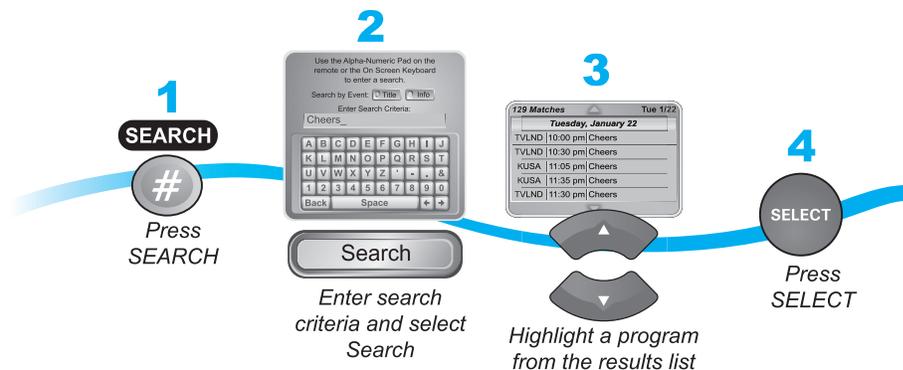


If you select a current program, the receiver will tune to that channel. If you choose a future program, the Create Timer screen will display. See *Chapter 8*: for more information.

USING SEARCH TO FIND A PROGRAM

You can find programs to watch by using the Search feature of the receiver. This feature will search all channels, including over-the-air channels (if an over-the-air antenna is connected to the receiver), and find programs that match keywords that you enter.

Using the Search Feature



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 or title.

Enter the search word(s) in the Search Criteria Field in one of two ways:

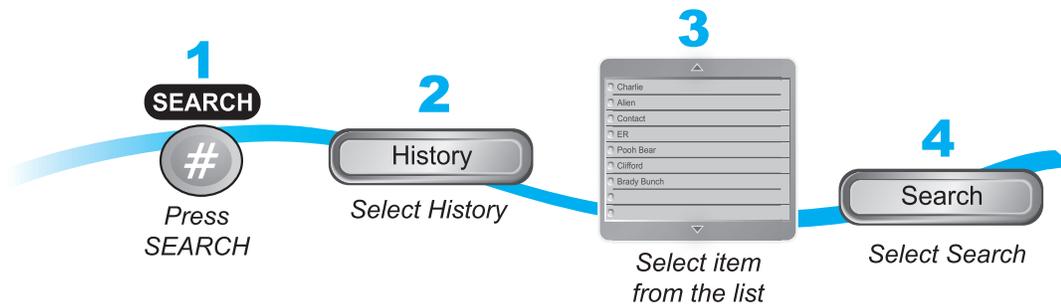
- Use the on-screen keyboard.
- Use the letters on the NUMBER PAD.

If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Timers* for more information.

Using Search History

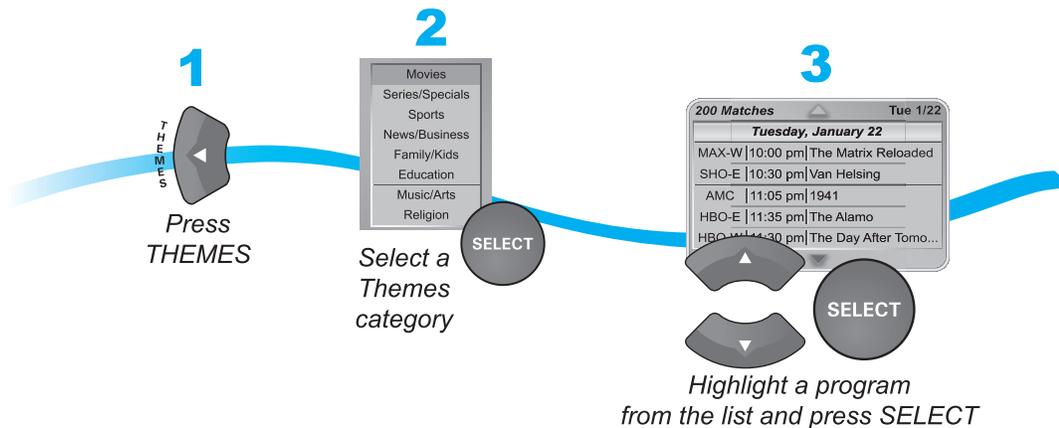
After you have searched previously for programs or other information, your receiver builds a history. You can use the Search History to re-search programming instead of typing the information again.

Note: Use the **Edit** or **Delete** options to change or delete Search keywords.



FINDING A PROGRAM BY ITS THEME

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. This feature also categorizes programs on over-the-air channels (if an over-the-air antenna is connected to the receiver).



If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8: Timers* for more information.

Chapter 3

Tips



TIPS

- Press INFO to get more information about the program you highlighted.
- Press VIEW LIVE TV to cancel almost any screen and return to watching TV.
- Skip forward 24 hours (and then back again) at a time in the Program Guide by pressing the SKIP FWD (SKIP BACK) button on the remote control.



QUESTIONS

- **How can I customize the Program Guide to show only my favorite channels?**
You can set up a Favorites List. You can change how the Program Guide is displayed (size of text, number of programming hours displayed, etc.).
- **Why are some of my channels missing?**
 - You may have locked or hidden the channels. See *Chapter 6: Locks* for information on locking and unlocking the receiver.
 - You may have the wrong list showing in the Program Guide. Press GUIDE to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists. See Favorites Lists for more information.



Pay Per Programs

Chapter

4

Order and Watch Pay-Per-View

What you'll find in this chapter:

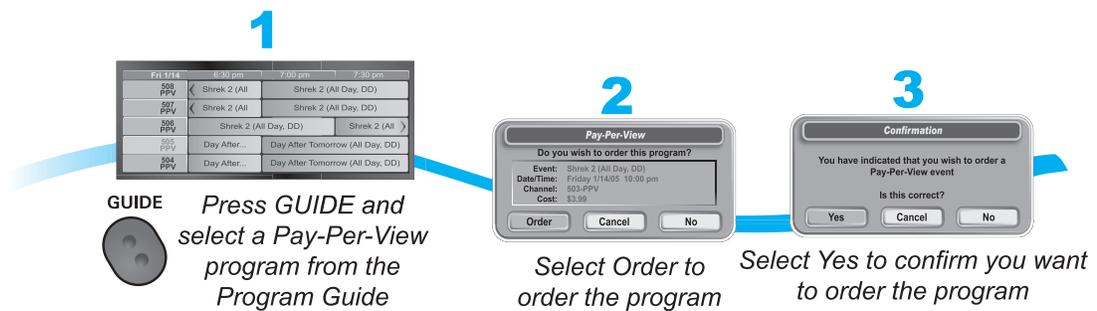
- **ORDERING A PAY-PER-VIEW PROGRAM**
- **REVIEWING PAY-PER-VIEW ORDERS**

Chapter 4

Ordering a Pay-Per-View Program

ORDERING A PAY-PER-VIEW PROGRAM

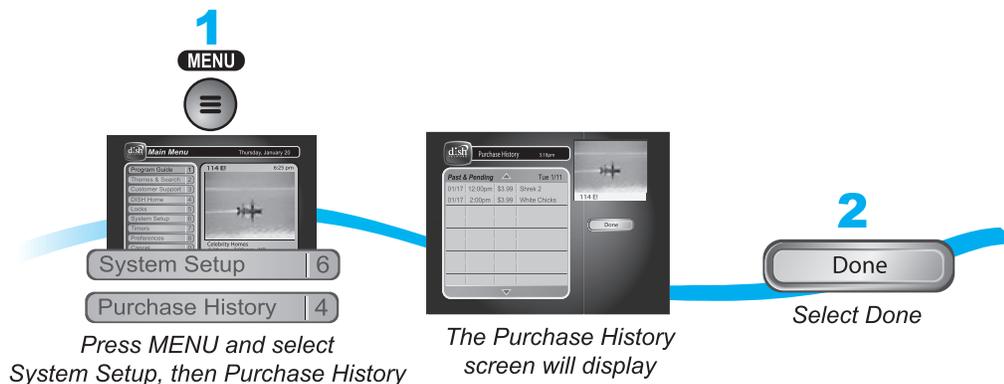
To order Pay-Per-View programs, you must connect the receiver to an active phone line. After you order a Pay-Per-View program, you can watch it on all of the receivers on your DISH Network account. Using the remote control, you can order the exact same program for each receiver but you pay for the program only once (the program must be the same date, time, and channel). However, replays of programs are separate events.



Note: Once you confirm an order for a Pay-Per-View program, you cannot cancel the order and you will be billed for it.

REVIEWING PAY-PER-VIEW ORDERS

Use this feature to review events you've ordered, including those you have watched and those you purchased but have not yet watched.





TIPS

- You can set up a VCR to record Pay-Per-View programs.
- You can prevent others from purchasing Pay-Per-View programs by using locks.
- Tune to Channel 103 for a list of what's playing on Pay-Per-View.



QUESTIONS

- **How can I order an event for all my receivers?**
 - Order on each receiver, one at a time with the remote control. Make sure an active phone line is connected to each receiver.
 - Press the DISH button on your remote control and follow the instructions.
 - Order the event over the phone 1-800-894-9131.
 - Order the event online at dishnetwork.com/ppv.
- **Will I be charged more than once for ordering the same Pay-Per-View on two or more receivers?** If you're using the remote control, you won't be charged more than once as long as it is the same exact event (for example, at the same time or All Day events).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** You may be using a Favorites List that doesn't include Pay-Per-View channels. Press GUIDE to open the Program Guide and then press GUIDE again until you see **All Chan** in the upper left corner of the Program Guide. See *Chapter 5: Favorites Lists* for more information on using Favorites Lists.

Chapter 4

Notes

Notes

Favorites Lists



Chapter

5

Setting Up Your Favorites Lists

5

What you'll find in this chapter:

- **WHAT ARE FAVORITES LISTS?**
- **CREATING OR CHANGING FAVORITES LISTS**
- **NAMING FAVORITES LISTS**
- **USING FAVORITES LISTS**

Chapter 5

What are Favorites Lists?

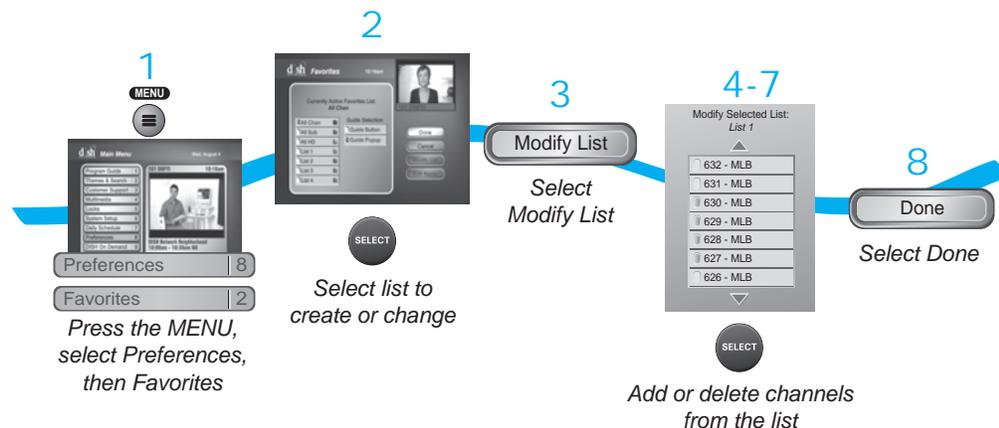
WHAT ARE FAVORITES LISTS?

Favorites Lists are custom lists of your favorite channels. You can create and change the lists, adding and removing channels as you wish. Your favorite channels can be grouped into up to four lists.

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. When you use the remote control UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list.
- The **All Chan** list contains all the channels, including channels not in your current subscription. You cannot make any changes to the All Chan list.
- The **All Sub** list contains all the channels in your subscription. You cannot make any changes to the All Sub list, except by changing your subscription.
- The **All HD** list contains all of the HD channels in your subscription, as well as over-the-air digital channels if your receiver is connected to an over-the-air antenna.
- Each Favorites List has a unique color in the Program Guide. You can also give each list a name. The four lists are named List 1, List 2, List 3, and List 4, until you change the name. The lists are empty until you add channels to them.
- If you choose a program using Themes or by entering a channel number using the remote controls, the receiver tunes to the channel for that program whether or not that channel is on the active Favorites List.
- You can include over-the-air channels in your Favorites Lists if an over-the-air antenna is connected to the receiver.

CREATING OR CHANGING FAVORITES LISTS

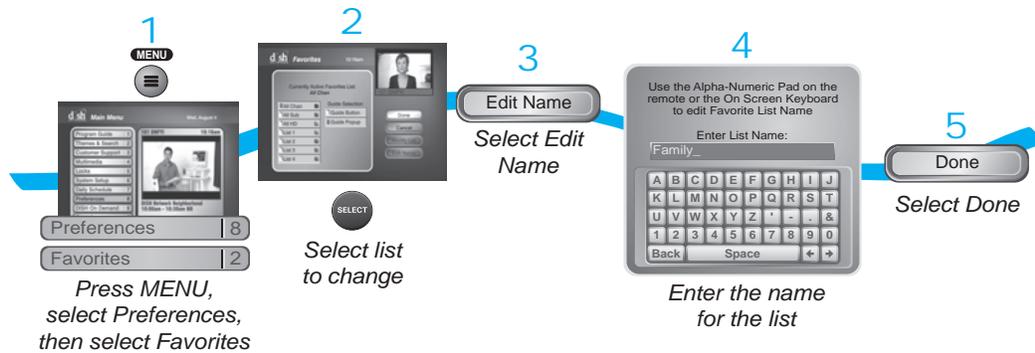
You can create, add channels to, and remove channels from a Favorites List. When you use your Favorites List only those channels in your list are shown in the Program Guide and Browse Banner.



- 1 Press MENU on your DISH Network remote control. Select **Preferences**, and then **Favorites**.
- 2 Select the list that you want to change, or select **List 1**, **List 2**, **List 3**, or **List 4** to create a list.
- 3 Select **Modify List**.
- 4 Using the SELECT button, add or delete channels from the list.
- 5 Select **DONE**.

NAMING FAVORITES LISTS

You can name your Favorites Lists whatever you want, up to eight characters long.



- 1 Press MENU on your DISH Network remote control. Select **Preferences**, and then select **Favorites**.
- 2 Select the list that you want to rename.
- 3 Select **Edit Name**.
- 4 Enter the name you want for the list.
- 5 Select **Done**.

Chapter 5

Using Favorites Lists

USING FAVORITES LISTS

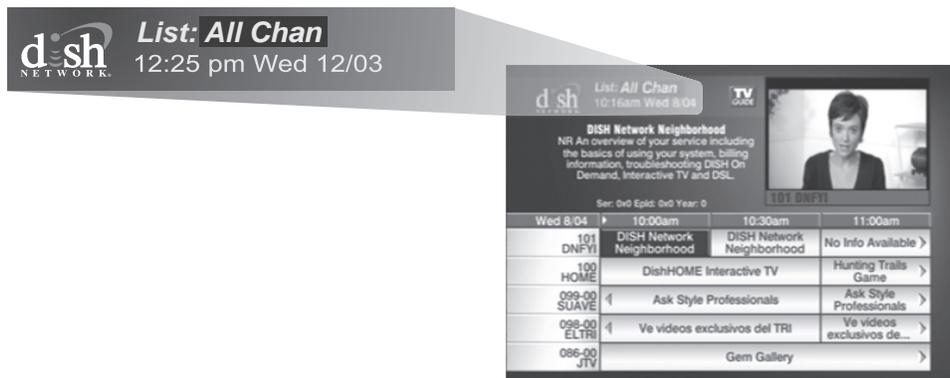
Press **GUIDE** to open the Program Guide. Press **GUIDE** again to select the next Favorites List. Press **GUIDE** repeatedly to scan through all the available lists.

Note: **GUIDE** only works in this manner if the Guide button is selected under **MENU**, **Preferences**, **Favorites** and **Guide Options**.

GUIDE



You can tell which favorites lists is active by looking in the Program Guide.



TIPS

- Two lists cannot have the same name.
- Pressing **GUIDE** to switch Favorites Lists functions only if you have added channels to the Favorites List. If you have not created a Favorites List, pressing **GUIDE** switches the receiver between the **All Chan**, **All Sub**, and **All HD** Lists.
- Locked and hidden channels do not display in Favorites Lists.



QUESTIONS

- **Why are channels missing from the Program Guide?**
 - You might have a Favorites List that does not contain those channels. Press **GUIDE** until the **All Chan** or **All Sub** list displays.
 - You might have channels locked and hidden.



Parental Controls

Chapter

6

Securing Your Receiver

What you'll find in this chapter:

- **WHAT ARE PARENTAL CONTROLS?**
- **CREATING OR CHANGING RATINGS LOCKS**
- **CREATING OR CHANGING CHANNEL LOCKS**
- **LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS**
- **HIDING ADULT CONTENT OR LOCKED CHANNELS**
- **LOCKING OR UNLOCKING THE FRONT PANEL**
- **CREATING OR CHANGING A PASSWORD**
- **LOCKING AND UNLOCKING YOUR RECEIVER**

WHAT ARE PARENTAL CONTROLS?

Parental controls allow you to password-protect programming based on ratings, or on a channel-by-channel basis. 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 attempts to enter the correct password. If you fail to enter the correct password, the receiver does not allow you to try again 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 again.

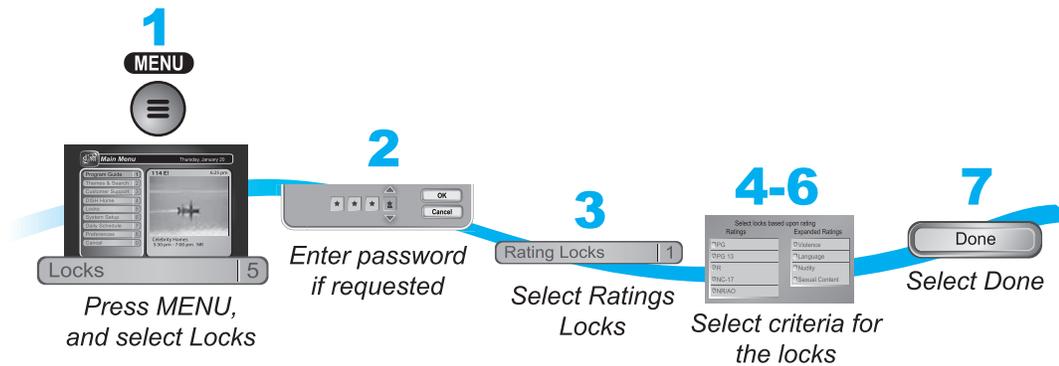
Locking the receiver is a two-step process:

- 1 Create the parental controls that you want.
 - Ratings Locks—locks programs based on ratings.
 - Channel Locks—locks channels regardless of content.
 - Lock PPV—prevents unauthorized pay-per-view ordering.
 - Hide Adult or Hide Locked—hides adult channels or locked channels from being displayed in the Program Guide and other channel lists.
 - Front Panel Lock—prevents the front panel buttons from being used.
- 2 Lock the receiver.

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

CREATING OR CHANGING RATINGS LOCKS

You can lock programs based on Motion Picture Association of America (MPAA) ratings (PG, PG-13, etc.) and expanded ratings (violence, language, etc.).



- 1 Press **MENU** and select **Locks**.
- 2 If the receiver is locked, enter the password using the **NUMBER PAD**. Select **OK**.
- 3 Select **Ratings Locks**.
- 4 Highlight the least restrictive rating that you want to block. Press **SELECT** to lock the highlighted rating and all ratings more restrictive than it (for example, locking **PG-13** automatically locks **R** and **NC-17**).

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.

Chapter 6

Creating or Changing Ratings Locks

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.

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.

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)

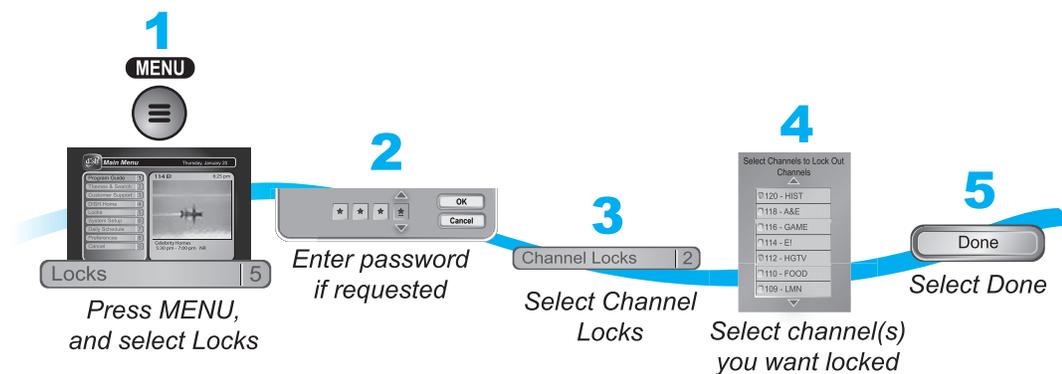
- 5 Select the expanded rating code(s), if you want to also lock these ratings.
- 6 To unlock a rating code, select the code.
- 7 Select **Done**. Make sure the receiver is locked.

Chapter 6

Creating or Changing Channel Locks

CREATING OR CHANGING CHANNEL LOCKS

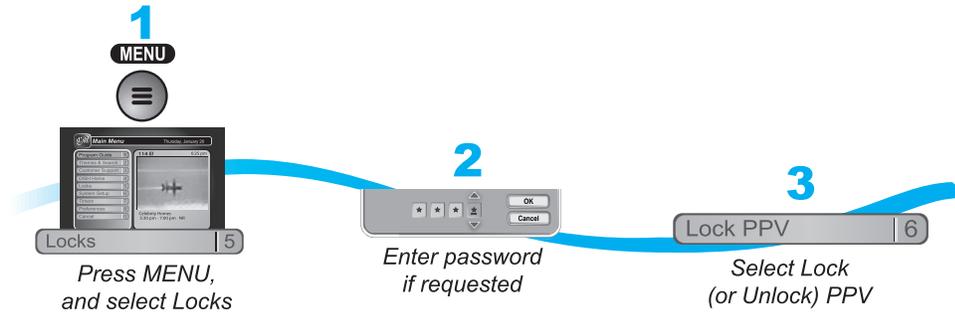
You can lock any channel, including Pay-Per-View and over-the-air channels. This type of lock keeps anyone from viewing these channels unless they enter the correct password.



- 1** Press **MENU** and select **Locks**.
- 2** If the receiver is locked, enter the password using the **NUMBER PAD**. Select **OK**.
- 3** Select **Channel Locks**.
- 4** Highlight and select each channel that you want to lock or unlock. Press **UP** or **DOWN ARROW** to highlight the channel. You can also move to each channel number using the **NUMBER PAD**. If the checkbox next to the channel has a checkmark, the channel is locked.
- 5** Select **Done**. Make sure the receiver is locked.

LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS

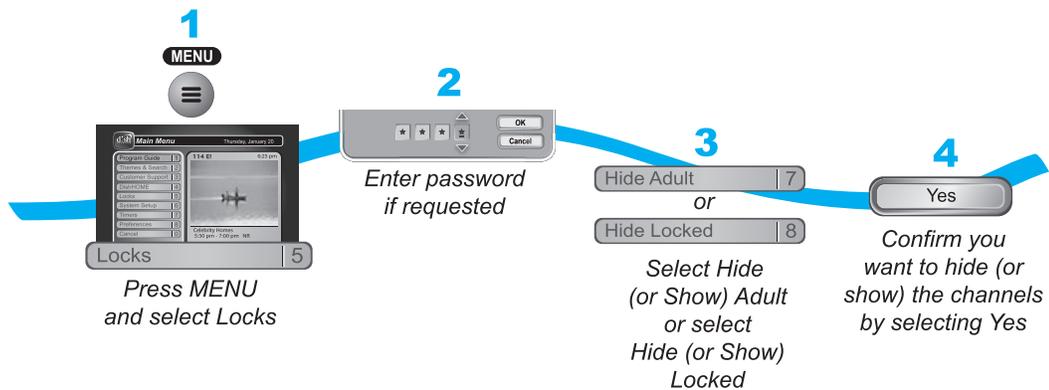
This locks all Pay-Per-View channels. This type of lock keeps anyone from viewing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD. You also can lock individual Pay-Per-View channels by using channel locks.



- 1 Press **MENU** and select **Locks**.
- 2 If the receiver is locked, enter the password using the **NUMBER PAD**. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 3 Select **Lock PPV** or **Unlock PPV**, then select **Yes**. Make sure the receiver is locked.

HIDING ADULT CONTENT OR LOCKED CHANNELS

When you hide adult channels or locked channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult channels or locked channels. It also prevents anyone from choosing these channels by using the UP or DOWN ARROWS or the remote control **NUMBER PAD**.



- 1 Press **MENU** and select **Locks**.
- 2 If the receiver is locked, enter the password using the **NUMBER PAD**. Select **OK**.

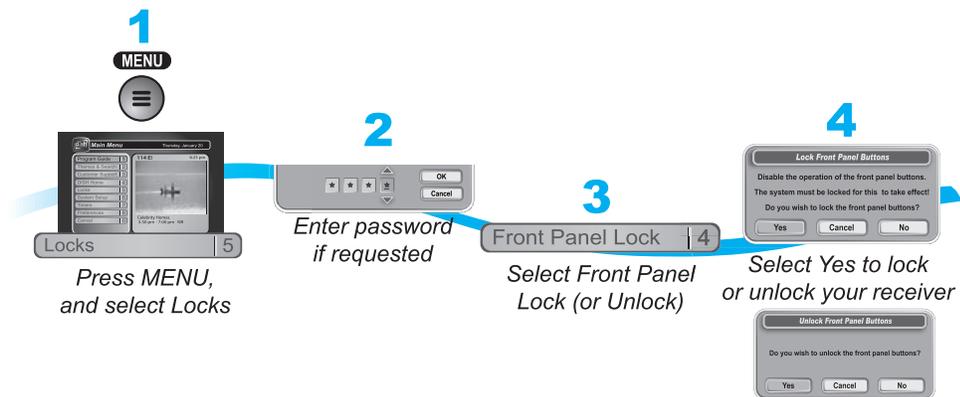
Chapter 6

Locking or Unlocking the Front Panel

- 3 Select **Hide Adult** to remove the adult channels from the channel lists or **Show Adult** to display the adult channels in channel lists. Select **Hide Locked** to remove locked channels from the channel lists or **Show Locked** to display locked channels in channel lists.
- 4 Select **Yes**. Make sure the receiver is locked.

LOCKING OR UNLOCKING THE FRONT PANEL

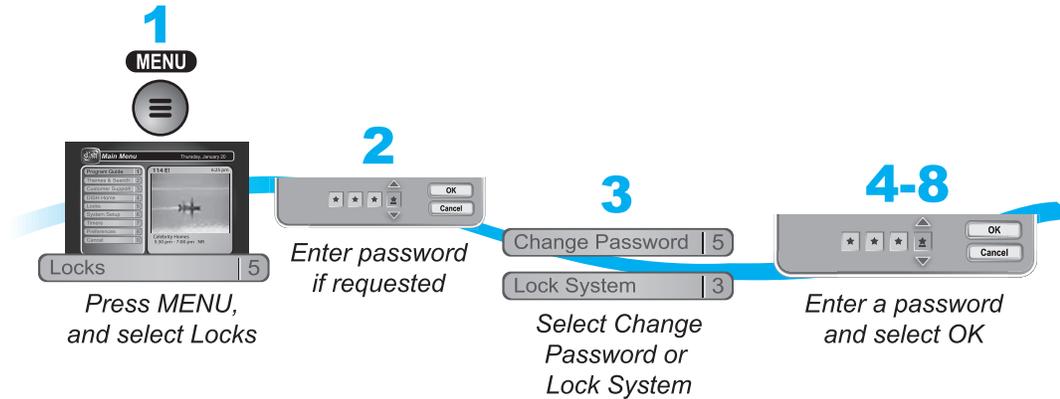
This lock keeps anyone from using the front panel buttons unless they enter the correct password, but it does not lock the remote control buttons.



- 1 Press **MENU** and select **Locks**.
- 2 If the receiver is locked, enter the password using the **NUMBER PAD**. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 3 Select **Front Panel Lock** to lock or unlock the front panel.
- 4 Select **Yes**. Make sure the receiver is locked .

CREATING OR CHANGING A PASSWORD

The first thing to do before using the receiver locks is set up your password.



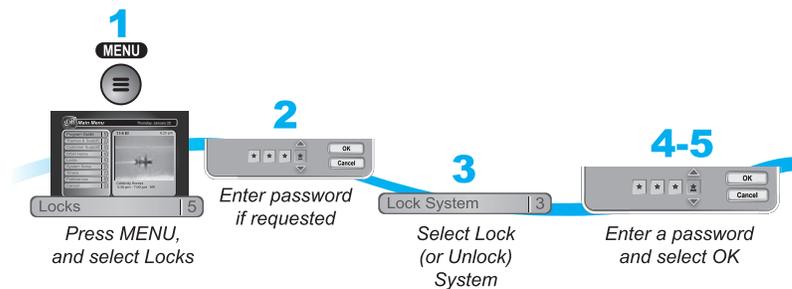
- 1 Press MENU and select **Locks**.
- 2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 3 To change your password, select **Change Password**. To create a new password, select **Lock System**.
- 4 If requested, enter the current password using the NUMBER PAD. Select **OK**.
- 5 Press SELECT.
- 6 Enter the new password using the NUMBER PAD. Select **OK**.
- 7 Enter the new password again for confirmation, using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 8 Memorize the new password. From now on, you must enter this password to lock or unlock the receiver. If you forget your password, you will need to call our Customer Service Center.

Chapter 6

Locking and Unlocking Your Receiver

LOCKING AND UNLOCKING YOUR 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 (see *Creating or Changing a Password* in the previous section). Be sure to refer to this section whenever you set any lock on your receiver.



- 1 Press **MENU** and select **Locks**.
- 2 If the receiver is locked, enter the password using the **NUMBER PAD**. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 3 Select **Lock System** or **Unlock System**. If you are locking the receiver, the receiver displays a message prompting you to enter a password.
- 4 Enter a password, using the **NUMBER PAD**. The receiver displays stars (*) as you enter the digits of the password. Select **OK**.
- 5 Confirm the password by re-entering it. Select **OK**. All the locks you have set are now in effect.



TIPS

- If the receiver displays a message prompting you to enter a password, the receiver is locked.
- When you lock a rating, you also lock all other more restrictive ratings. For example, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.



QUESTIONS

- **Why didn't a lock I set take effect?** You have to lock the receiver for any lock you set to take effect.
- **What do I do if I forget my password?** If you forget your password, you will need to call our Customer Service Center.

Chapter 6

Questions

Interactive TV



Chapter



Interacting with Your TV

What you'll find in this chapter:

- **DISHHOME INTERACTIVE TV**
- **CUSTOMER SUPPORT**

Chapter 7

DishHOME Interactive TV

DISHHOME INTERACTIVE TV

Press DISH on the remote control to go to DishHOME Interactive TV features available with your service. Watch video from popular news, entertainment, and sports networks all on one screen. You can also select an icon from the bottom of the screen for customer support, news, shopping sports, games, and entertainment.



CUSTOMER SUPPORT

An important feature of your satellite TV receiver is Customer Support. This menu provides convenient access to your DISH Network account to review your statement, pay your bill, upgrade programming, and more. Make sure you connect an active phone line to your receiver to use the Customer Support Features.

Press MENU and then select **Customer Support**.



TIPS

- Whenever you want to exit an interactive feature and return to watching programming, press VIEW LIVE TV and you'll be taken to the last channel you were watching.
- You can also get to Customer Support from DishHOME.

Timers



Chapter

8

Setting Up and Using Timers

What you'll find in this chapter:

- **TIMERS**
- **USING THE TIMERS LIST**
- **SETTING UP AN AUTOMATIC TIMER**
- **SETTING UP A MANUAL TIMER**
- **DELETING A TIMER**
- **OVERLAPPING TIMERS**
- **ENABLING RECORD LINK**

TIMERS

A timer is your instruction telling the receiver the programs you want to view in the future. For most ERD (External Recording Device) or VCR timers, you select a specific program on a specific channel, and tell the receiver how often you want to record that program. Be sure to set up the receiver to control your VCR.

Timer Types

There are four types of timers:

- **VCR**—records an event on a previously inserted tape for later viewing. Make sure you have your VCR connected and turned on when using this type of timer. Also, be sure to set up the receiver to tell the VCR to start/stop recording.
- **Auto Tune**—automatically changes the channel for live viewing of the event.
- **Reminder**—creates an on-screen reminder when the event is about to air.
- **Ext**—automatically changes the channel for live viewing of the event and sends commands to a compatible external device, such as the PocketDISH, which is connected to your receiver's RCA-type or S-Video outputs. This option is not available unless you enable the feature. See . This timer type allows you to record to the external device, instead of recording to the receiver's hard drive.

Timer Frequency

Deciding how often you want to watch a program will help you make the best choice:

- **Once**—records a program once (good for movies, sporting events, or other one-time programs).
- **Weekly**—records a program once a week, at that time, on that channel.
- **Daily**—records a program once a day, at that time, on that channel.
- **Mon-Fri**—records a program once a day, Monday through Friday, at the selected time, on that channel.

When a Timer Starts

For two minutes before a timer starts a recording, the receiver may display a digital countdown (timer reminder) on the TV screen. This countdown disappears when the program begins. While the countdown is displayed, you can do one of the following options:



- Press CANCEL to clear the symbol from the TV screen. This does not stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. If you do this, you have the following choices:
 - Select **OK** to continue with the timer.
 - Select **Stop** Timer to stop the timer.

Note: Pressing INFO on the timer reminder only works one time. Subsequently pressing INFO results in the current program's information being displayed

Special Considerations When Using Timers

- **For Locked Programs**—you must enter the receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering the password. However, if you do this when the timer operates, the receiver may display only an error or password entry menu.
- **For Pay-Per-View Programs**—you must order a Pay-Per-View program when you 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 timer operates the receiver may only display an error.

Reasons Why Timers are Skipped

If a timer is skipped, the reason is stated on the Timers List.

- **Priority**—this timer had a lower priority than other events being recorded at the time.
- **User**—a user chose to skip that timer.
- **Duplicate event**—there is already another timer set to record that program.
- **Event exists in DVR**—the program was already recorded and can be seen in the Daily Schedule list.
- **Not a new episode**—used for New Episode timers. Currently, a New Episode is one that has the current year listed in the Program Guide information.
- **Incorrect event**—for Weekly, Daily and Monday-Friday timers. If the guide has a different event listed the timer will be skipped. For example, the timer was set up on a Saturday for Daily, but the program is broadcast only Monday-Friday, so the timer will be skipped on the weekends.

Chapter 8

Using the Timers List

USING THE TIMERS LIST

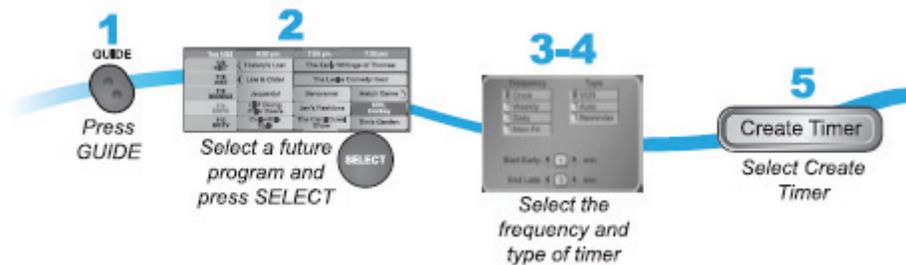
Use the Timers List to:

- View the general list of timers.
- Create a Manual timer.
- Edit a timer.



SETTING UP AN AUTOMATIC TIMER

You can create an automatic timer for a future event. The following instructions explain the simplest way to set up an automatic timer.

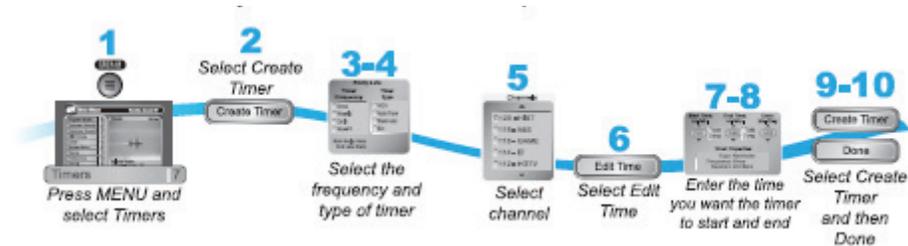


- 1 Find the future program you want to record using the Program Guide or Browse Banner. The program can be a satellite or over-the-air program.

Note: You may not be able to create automatic timers on all over-the-air channels.

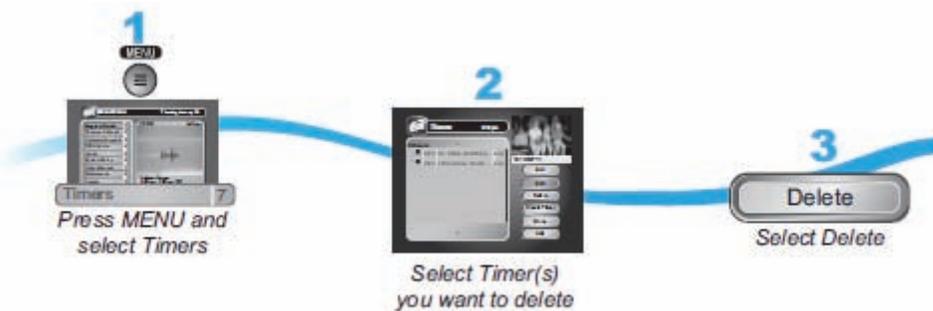
- 2 Select the future event. The Create Timer screen displays.
- 3 Select the Timer Frequency.
- 4 Select a Timer Type.
- 5 Select Create Timer to finish making the new timer.

SETTING UP A MANUAL TIMER



- 1 Press **MENU** and select **Timers**.
- 2 Select **Create Timer**.
- 3 Select the **Timer Frequency**.
- 4 Select a **Timer Type**.
- 5 Select the channel (satellite or over-the-air), using the remote control **ARROWS** or **NUMBER PAD** to find the channel.
- 6 Select **Edit Time**.
- 7 Set the **Start Time** and **End Time**, being sure to specify **AM** or **PM**.
- 8 Set the **Date**.
- 9 Select **Create Timer**.
- 10 Select **Done**.

DELETING A TIMER



- 1 Press **MENU** and then select **Timers**.
- 2 Select the timers to delete.
- 3 Select **Delete**. The timers are deleted.

Chapter 8

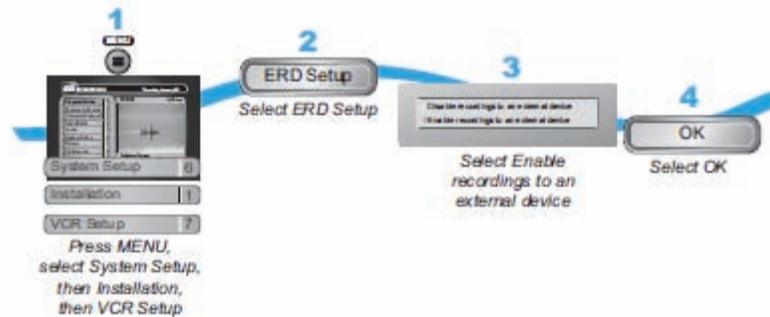
Overlapping Timers

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 or edit one of the timers.

ENABLING RECORD LINK

Your receiver has a timer feature called Record Link. This feature sends data (audio, video, and other commands) to an external device that you can connect to the receiver's RCA-type or S-video outputs. This timer type allows the receiver to tell the external device to start and stop recording, allowing the program to be stored on an external device. To enable Record Link:



TIPS

- It's very important to leave the receiver enabled to receive updates. By doing this, the receiver can have the latest software and Program Guide information. Make sure the Updates feature is enabled.
- If your VCR does not respond to the receiver's commands, see if you accidentally left the protective film on the receiver's front panel.



Remote Control Setup

Chapter

9

Setting Up Your Remote Control

What you'll find in this chapter:

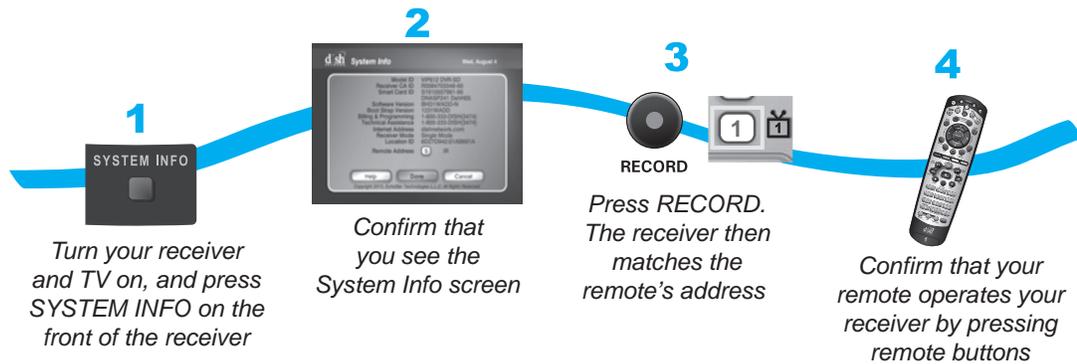
- **IMPROVING RECEIVER CONTROL**
- **OPERATING OTHER DEVICES**
- **THE RECOVER BUTTON**
- **SENDING DISCRETE POWER ON AND OFF**

IMPROVING RECEIVER CONTROL

These instructions help you improve your remote control settings to best operate your dish antenna.

Making the Remote Work with the Receiver

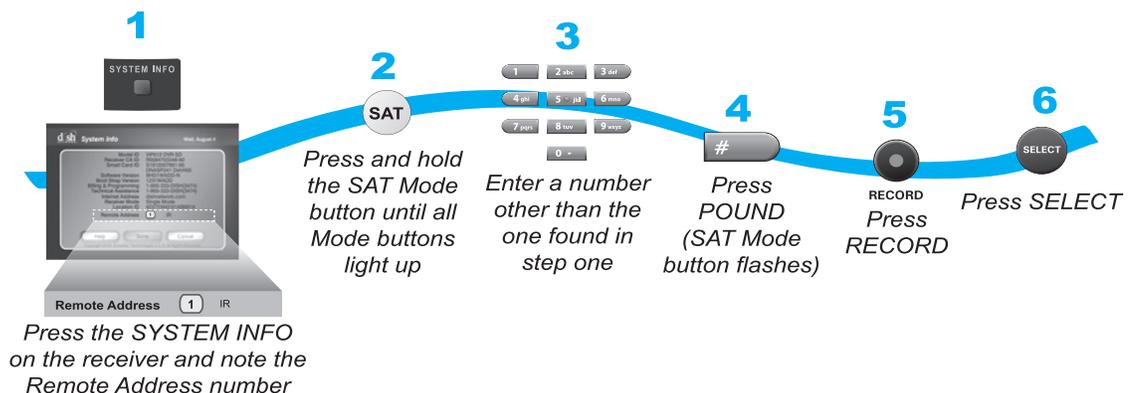
These instructions configure your remote.



- 1 Turn your receiver and TV on, and press SYSTEM INFO on the front of the receiver.
- 2 Confirm that you see the System Info screen.
- 3 Press RECORD on your remote. The receiver then matches the remote's address.
- 4 Confirm that your remote operates your receiver by pressing remote buttons. If this is not working, go back to step 3.

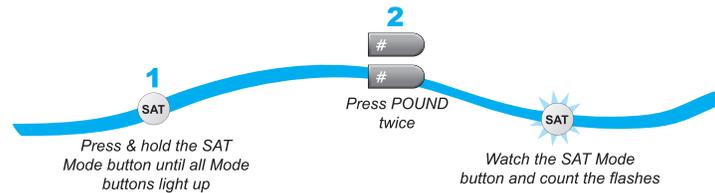
Changing the Remote Control Address

Because UHF signals travel long distances and go through walls, a neighbor's remote may control your receiver by mistake. To prevent this, you can change the remote address.



- 1 Press SYSTEM INFO on the receiver's front panel. The System Info screen displays on the TV and shows the Remote Address.
Write down the Remote Address: _____
- 2 Press and hold SAT on your remote control for about three seconds, until all of the Mode buttons light up, and then release SAT.
- 3 Use the NUMBER PAD to enter any number between 1 and 16, but not the one you wrote in step 1.
- 4 Press POUND (#). If you entered the address correctly, SAT flashes three times.
Write down the number you entered: _____
- 5 Press RECORD. Make sure the Remote Address you see on the System Info screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.
- 6 Press SELECT to close the System Info screen.

Checking the Remote Control Address

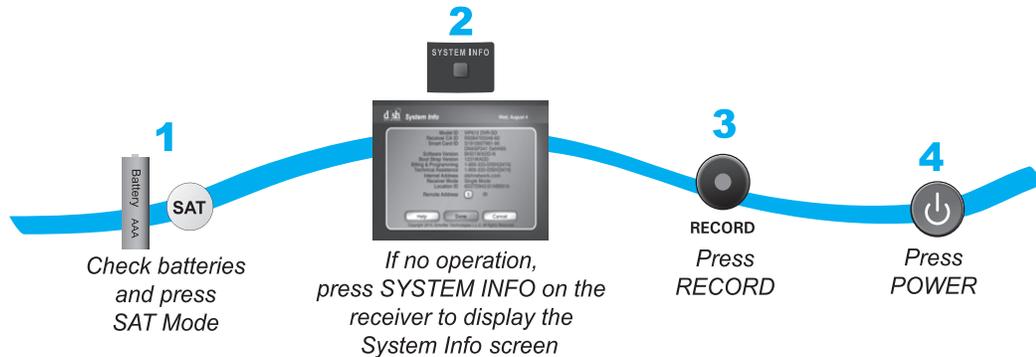


- 1 Press and hold SAT for three seconds, until all of the Mode buttons light up, and then release SAT.
- 2 Press POUND (#) twice. The SAT mode button flashes the same number of times as the address number (for example, three flashes means address 3).

Chapter 9

Operating Other Devices

Confirming Remote Control Operation



- 1 Make sure the remote has fresh batteries and is in SAT mode.
- 2 Press SYSTEM INFO on the receiver front panel to display the system information screen.
- 3 Press RECORD on the remote control:
 - The Remote Address in the System Info screen changes to match the address preset in your remote control.
- 4 Press POWER on the remote control to turn on/off receiver.

OPERATING OTHER DEVICES

To use the remote control to operate other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH Network antenna), you must first program it to operate these other devices. You can do this by either following the instructions in *Programming Using Device Code Tables* or the *Programming Using Device Codes Scan* procedure.

Remote Control Modes

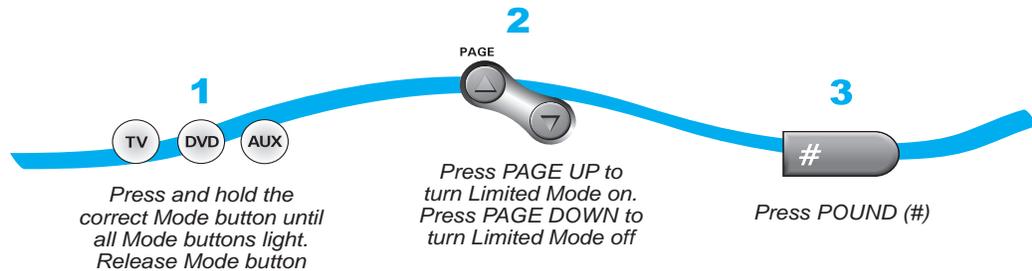
Use the remote control's mode buttons, SAT (satellite receiver or dish antenna), TV (for a TV), DVD (for a VCR or a DVD player), and AUX ("auxiliary," for a second TV, a VCR or DVD, a tuner, an audio amplifier, or a second DISH Network antenna) to set the remote to the correct mode for the device. To change the mode, press the button for the device you want the remote to operate. The mode button lights for two seconds to show you have 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 and causing a snowy or blue screen. When the remote control is in Limited Mode for TV mode, you will only be able to use POWER, MUTE, and VOLUME functions for your TV. When the remote control is in Limited Mode for VCR mode, you will only be able to use POWER and the VCR functions for your VCR.

Note: Limited Mode is not used with amplifiers.

Turning Limited Mode On and Off



- 1 Press and hold the correct mode button (for example, TV) until all of the mode buttons light. Release the mode button.
- 2 Press:
 - PAGE UP to turn Limited Mode on.
 - PAGE DOWN to turn Limited Mode off.
- 3 Press POUND (#).

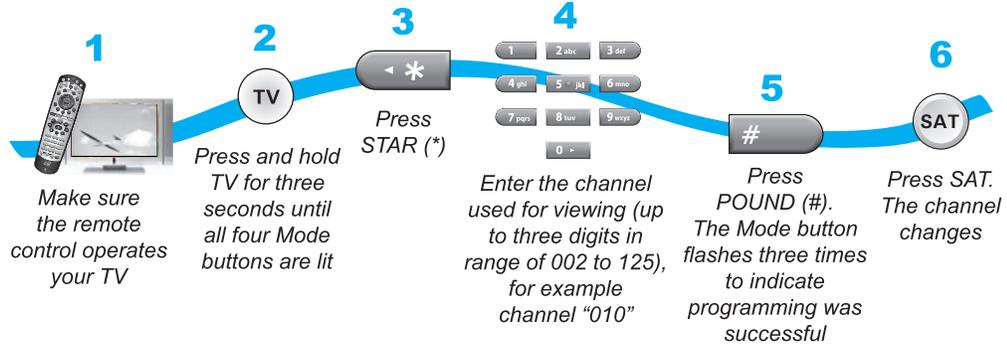
SAT Auto-Tune

The SAT Auto-Tune feature, which is enabled by default, sends the correct TV channel for viewing satellite TV when you select the SAT mode button on the remote control.

SAT Auto-Tune can only send a channel to the TV, not an input. Because of this, SAT Auto-Tune is most useful for TV2. If used for TV1, channel 3 or 4 should be programmed using the steps under *Setting SAT Auto-Tune Channel*. The TV channel programmed for SAT Auto-Tune is also the channel that will be sent to the TV if the RECOVER button is used. The steps in *Setting SAT Auto-Tune Channel* can also be used in VCR mode to program the channel sent to a VCR during the Recover process.

For SAT Auto-Tune to function correctly, the correct channel for the installation must be programmed into the remote using the steps under *Setting SAT Auto-Tune Channel*.

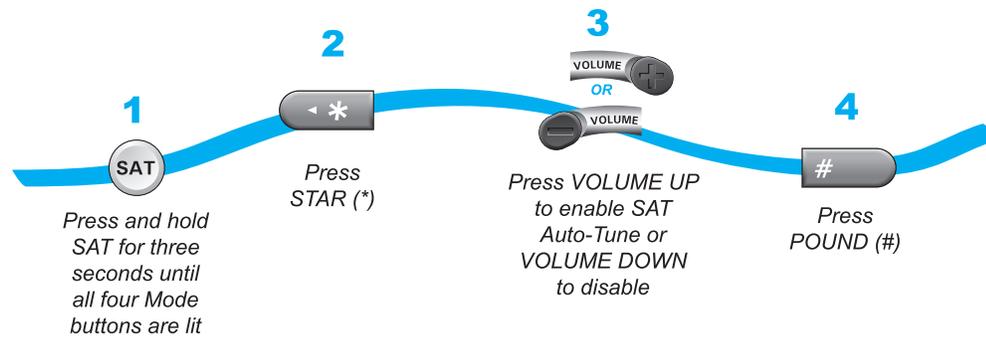
Setting SAT Auto-Tune Channel



- 1 Make sure the remote control operates your TV.
- 2 Press and hold TV for three seconds until all four Mode buttons are lit.
- 3 Press STAR (*).
- 4 Enter the channel used for viewing (up to three digits in range of 002 to 125), for example channel "010."
- 5 Press POUND (#). The Mode button flashes three times to indicate programming was successful.
- 6 Press SAT. The channel changes.

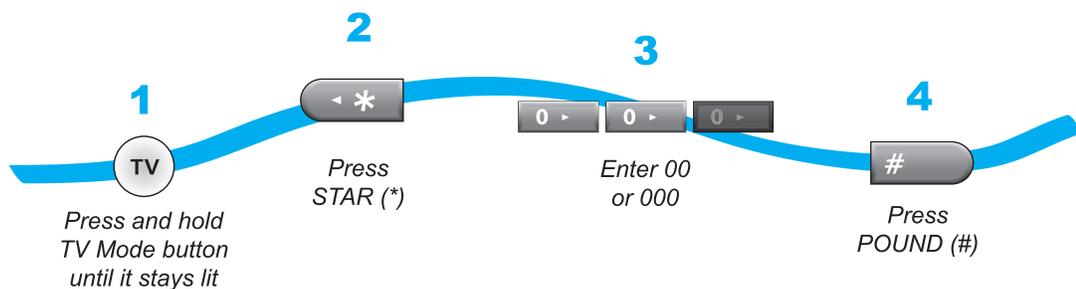
Enabling and Disabling SAT Auto-Tune

Note: SAT Auto-Tune is enabled by default; however, the channel must be set (see *Setting SAT Auto-Tune Channel*).



- 1 Press and hold SAT for three seconds until all four Mode buttons are lit.
- 2 Press STAR (*).
- 3 Press VOLUME UP to enable SAT Auto-Tune or VOLUME DOWN to disable.
- 4 Press POUND (#).

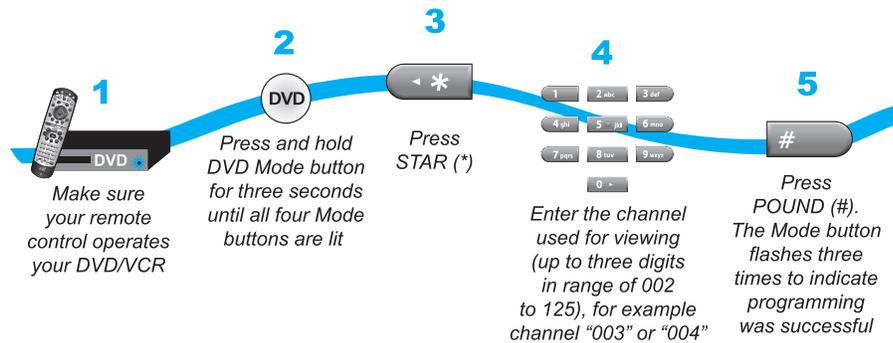
Removing SAT Auto-Tune Channel



- 1 Press and hold TV until it stays lit.
- 2 Press STAR (*).
- 3 Enter 00 or 000.
- 4 Press POUND (#).

Setting Auto-Tune for VCR

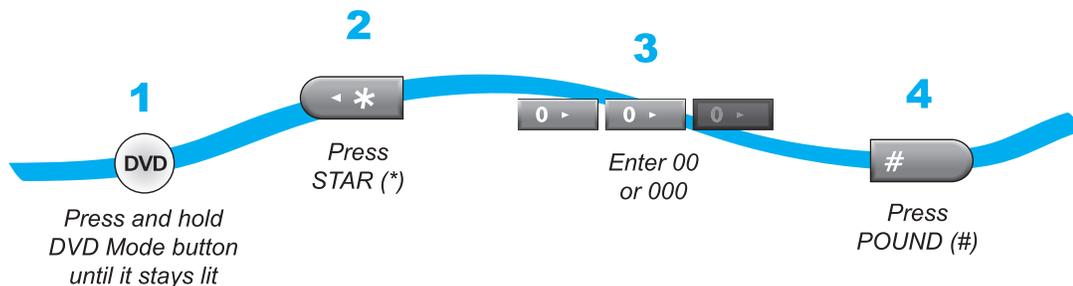
You can set Auto-Tune for your VCR. Auto-Tune allows you to return to the channel for your DVD/VCR output when you accidentally change the channel or video input.



- 1 Make sure the remote control operates your DVD/VCR.
- 2 Press and hold DVD for three seconds until all four Mode buttons are lit.
- 3 Press STAR (*).
- 4 Enter the channel used for viewing (up to three digits in range of 002 to 125), for example channel "003" or "004."
- 5 Press POUND (#). The Mode button flashes three times to indicate programming was successful.

Removing Auto-Tune for VCR

If you want to remove Auto-Tune for your VCR, follow these steps.



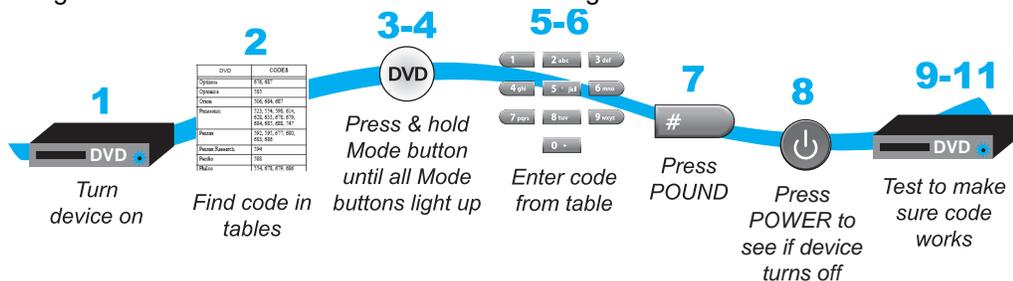
- 1 Press and hold DVD until it stays lit.
- 2 Press STAR (*).
- 3 Enter 00 or 000.
- 4 Press POUND (#).

Combination Devices

If you are programming the remote to operate a combination device, such as a TV/VCR or a TV/DVD, program the remote 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.

Programming Using Device Code Tables

Program the remote to control other devices using device codes.



- 1 Turn the device on, using the device's front panel buttons or its remote control.
- 2 Find the brand name of the device in the tables in the Reference section. If the brand is not listed, see *Programming using Device Codes Scan*.
- 3 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 TV for a TV until all of the other mode buttons light. When you release it, TV flashes.
- 4 For AUX only. Press 0 for a second TV, 1 for a second DVD and/or VCR, 2 for a tuner or amplifier, or audio receiver. If you are not programming in AUX mode, skip to step 5.
- 5 Enter one of the three-digit device codes for your brand from the table 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 POUND (#). The Mode button flashes three times.
- 8 Press POWER to turn off the device. If the device does not turn off, go to step 10. If the code works, the device turns off.

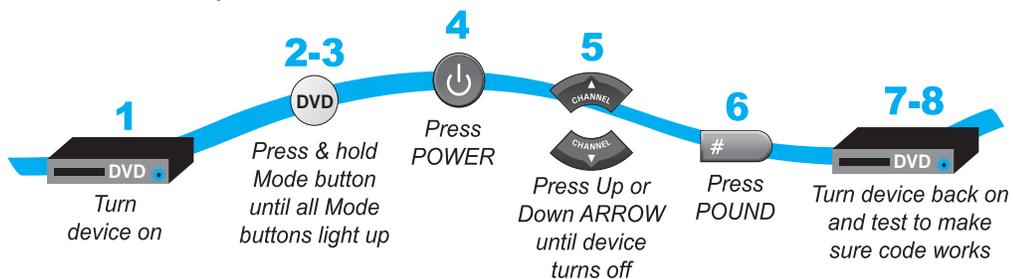
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Operating Other Devices

- 9 Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here. Sometimes POWER works when other buttons do not. If in Limited Mode, try VOLUME or MUTE.
- 10 If the code does not work, repeats steps 3 through 9 with the next device code from the 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 Programming Using Device Codes Scan.

Programming Using Device Codes Scan

If the code for your device is not listed in the tables, use this procedure to scan the remote control's memory for the device code.



- 1 Turn the device on, using 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. The mode button flashes. For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV flashes.
- 3 For AUX Mode only. Press 0 for a second TV, 1 for a second DVD and/or VCR, or 2 for a tuner, amplifier, or audio receiver. Press STAR(*). This step programs the type of device that you want to program in AUX mode. If you are not programming in AUX mode, skip to step 4.
- 4 Press POWER. Your remote is now in scan mode.
- 5 Press the UP or DOWN ARROW repeatedly until the device turns off. As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off the 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 have scanned all the codes for that device.
- 6 Press POUND (#). The mode button flashes three times if the code was entered correctly. This stores the code you found.
- 7 Turn the device back on and try some other buttons to make sure they work. Sometimes POWER works when other buttons do not. If using Limited Mode, try VOLUME or MUTE.
- 8 If necessary, repeat this procedure until you have tried all the codes. You may need to repeat the scan to find the best code for your device.

Learning From Another Device's Remote

Use this procedure if you are unable to find a code that allows your DISH Network remote to control your device. This procedure is also applicable if after you have programmed your DISH Network remote to control your device (in TV, DVD, or AUX modes), some of the commands are not functioning as you expect. The learning function of your DISH Network remote control can support these commands.

The remote control can learn commands in two ways:

You can follow the instructions for using equipment codes to program a specific mode, and then learn commands that add new or overwrite existing functions of the remote control's buttons in this mode. For this type of learning, any button without a learned command keeps the previous command (if any) for that equipment code.

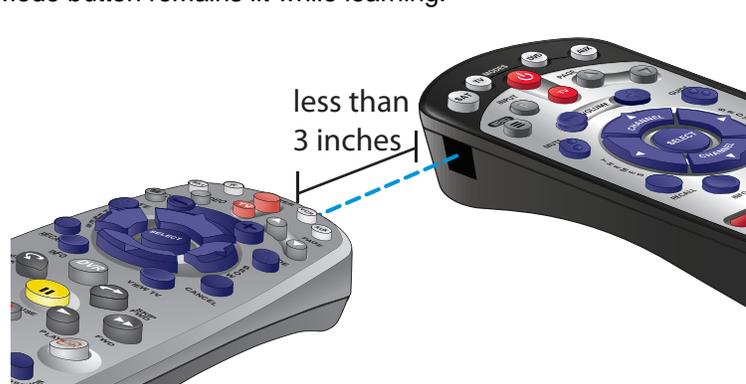
Each button on this remote learns a command from the equipment's original remote control. For this type of learning, any button without a learned command keeps the previous command (if any) for that equipment code.

To teach your DISH Network remote control specific commands for your equipment, complete the following steps.

- 1 Ensure the DISH Network remote control is programmed to the desired remote address (see *Making the Remote Work with the Receiver*).
- 2 Place both your DISH Network remote and the original equipment's remote control on a flat, stable surface.

If you have found a code for that device, first program the code using the instructions for *Programming Using Device Code Tables* or *Programming Using Device Codes Scan*. If the device code has been programmed, press and release RECALL, then hold the RECORD button for about three seconds until the mode button is lit again. The Mode button remains lit while learning.

If the device code has not been programmed for that device or if you are unable to find a code, press and hold the RECORD button for about three seconds until the mode button is lit. The Mode button remains lit while learning.



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Operating Other Devices

- 3 On the DISH Network remote, press and hold the mode button for your equipment for about three seconds until all the mode buttons light up, and then release it. Your selected mode button blinks.
- 4 Point the front of the original device's remote to face the small square (IR window) on the front, left-hand side of your DISH Network remote, as shown above.
- 5 On your DISH Network remote, press the button you want to teach.
- 6 On the original device's remote control, press and hold the button you want learned. If the DISH Network remote learns the command, the mode light blinks off and then back on. If the mode light blinks three times or remains lit, the DISH Network remote did not learn the command. You may need to press the button on the original remote several times for the DISH Network remote to learn the command.
- 7 After a button has learned a command successfully, repeat steps 6 and 7 until all commands you want have been learned.
- 8 Press one of the mode buttons on the DISH Network remote to end the learning sequence. This saves all the commands for that mode and exits learning to return to normal remote control operation.

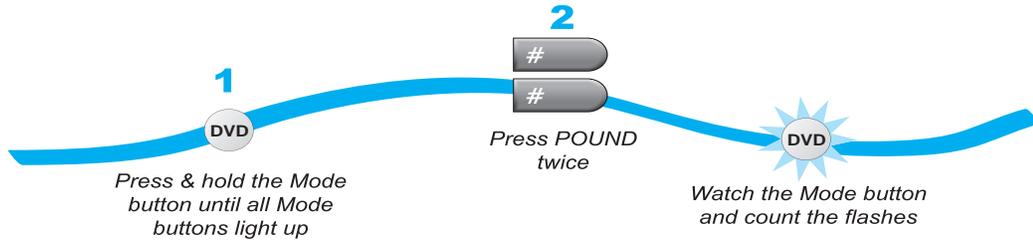
To cancel learning, do not press any buttons on either remote control for at least 30 seconds. The DISH Network remote control times out and returns to normal operations.

Note: If the remote control batteries are too low for learning, all the mode buttons blink quickly eight times, learning ends without saving learned commands, and the remote returns to normal operation. Change the batteries.

Note: No learned commands are saved if the DISH Network remote controls times out before completion.

Checking the Device Codes

You can find out what device code you've set for each remote control mode (TV, DVD, and AUX).



- 1 Press and hold the appropriate mode button until all the other mode buttons light up, and then release the button. The Mode button flashes. For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV flashes.
- 2 Press POUND (#) 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 several times, pauses, and flashes once quickly.

For AUX mode: 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 DVD and/or VCR; and two flashes for a tuner, amplifier, or audio receiver.

For a satellite receiver programmed in AUX mode: The AUX mode button flashes the same number of times as the address number.

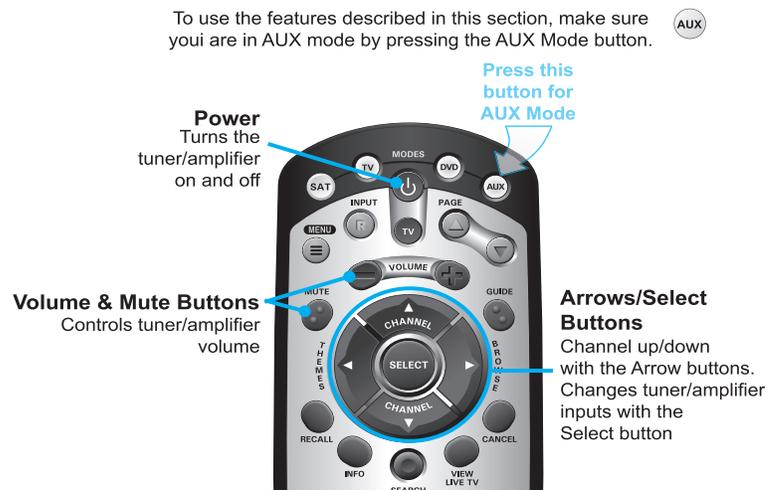
For Limited Mode: If you have programmed a TV or DVR/VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.

Chapter 9

Operating Other Devices

Controlling a Tuner or Amplifier

Use the following remote control buttons to control a tuner, amplifier, or audio receiver. When the remote control is set up, press the AUX mode button to set the remote to AUX mode. The AUX mode button stays lit for two seconds to show you've set the remote to AUX mode. Make sure to keep the remote in AUX mode to use the following buttons.

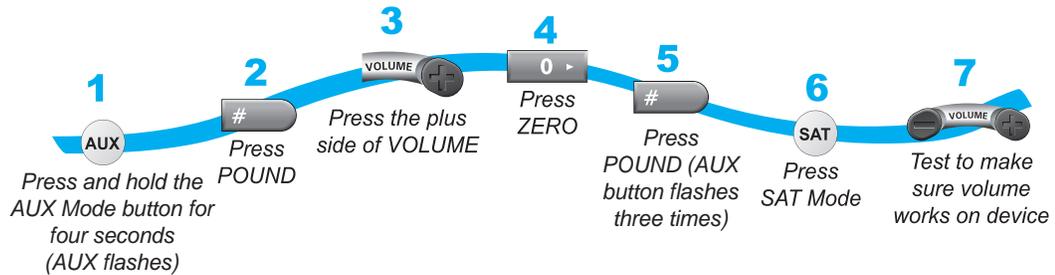


Switching Between TV and Tuner/Amplifier Volume Control

When the remote control is setup to operate your TV, the VOLUME and MUTE buttons will adjust your TV volume. To use the remote to adjust the volume of a remote-controllable audio receiver or amplifier instead of adjusting the TV's volume, use the steps *To Use a Tuner or Amplifier's Volume Control*, below. To switch back to control the TV's volume, use the steps *To Use the TV's Volume Control*.

To Use a Tuner or Amplifier's Volume Control

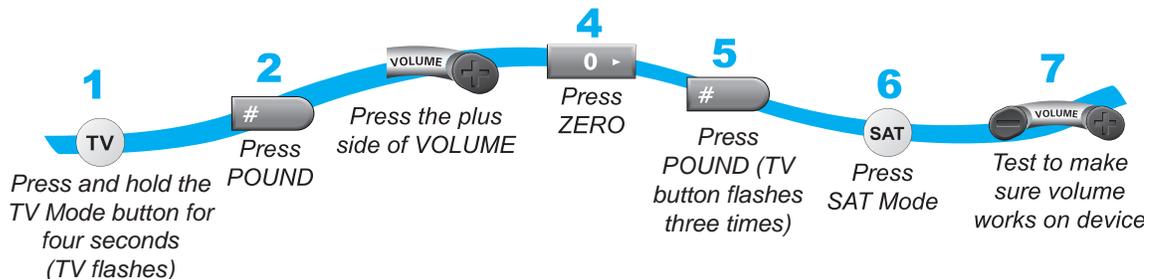
Note: You must first program the tuner or amplifier into the AUX mode of the remote control to use these steps.



- 1 Press and hold the AUX button until all the mode buttons are lit, then let it go.
- 2 Press the POUND (#) button.
- 3 Press the PLUS side of the VOLUME button.
- 4 Press 0.
- 5 Press POUND (#). The AUX button flashes three times.

To confirm the VOLUME buttons are operating the tuner/amplifier's volume control, press SAT and then try adjusting the volume. Your tuner/amplifier's volume should change rather than your TV's volume.

To Use the TV's Volume Control



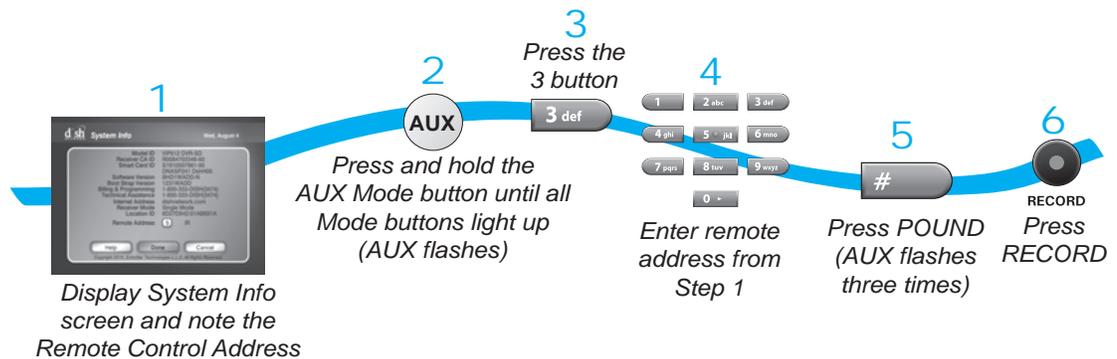
- 1 Press and hold the TV button until all the mode buttons are lit, then let it go.
- 2 Press the POUND (#) button.
- 3 Press the PLUS side of the VOLUME button.
- 4 Press 0.
- 5 Press POUND (#). The TV button flashes three times.
To confirm the VOLUME buttons are operating the TV's volume control, press SAT and then try adjusting the volume. The TV's volume should change.

Chapter 9

Operating Other Devices

Programming to Control a Second Dish Antenna

If you have a second DISH Network antenna installed, you can use this remote in AUX mode to operate your other receiver in addition to operating the first receiver. When you program the remote to operate the other receiver, the remote sends out IR signals to the receiver so the line of sight to the second dish antenna must be unobstructed. You can program the remote control to operate any other DISH Network antenna, except where UHF is used, such as TV2 on DISH Network antennas.



- 1 Turn on the other receiver and display the System Info screen as described in that user's guide.
Write down the remote control address: _____
- 2 Press and hold AUX until all the other mode buttons light up, and then let go of the button. AUX flashes.
- 3 Press the 3 button.
- 4 Use the NUMBER PAD to enter the address you wrote in step 1.
- 5 Press POUND (#). AUX blinks three times.
- 6 Press RECORD to ensure the address in the remote matches the address on the receiver.

THE RECOVER BUTTON

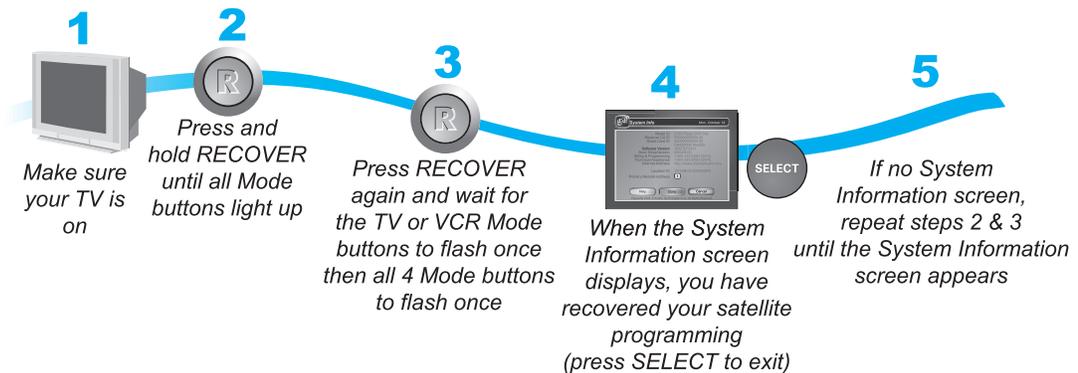
Use RECOVER if you accidentally change the TV channel or video input and have a snowy, blue, or black screen on your TV. When you press RECOVER as described below, the remote control sends commands to your TV to change channels or video inputs to get back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (see on for information on solving problems).

Note: The remote control must be programmed to operate the TV (and VCR, if applicable) for RECOVER to work as described. RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of RECOVER. You may need to press RECOVER multiple times to recover your satellite TV video.

Using the Recover Button

To use RECOVER, the remote control must be programmed to operate the TV and, if installed, the VCR.

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

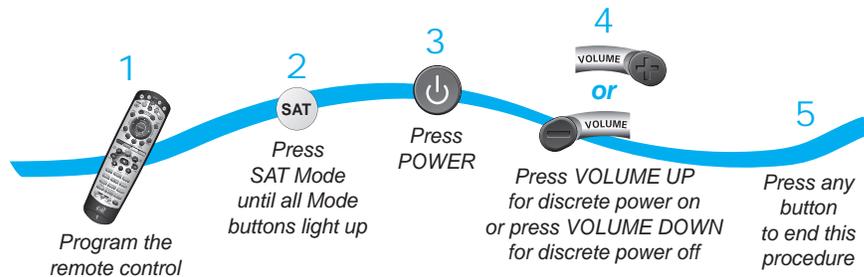


- 1 Turn on your TV if it isn't already on.
- 2 Press and hold the RECOVER button until all the Mode buttons light up.
- 3 Press the RECOVER button again and wait for the TV or DVD mode buttons to flash once then all four Mode buttons flash once.
- 4 When the System Info screen displays, your satellite programming is recovered. Press SELECT to exit this screen.

If the System Info screen doesn't display, repeat Steps 2 and 3 until the System Info screen appears.

SENDING DISCRETE POWER ON AND OFF

Discrete power ON and power OFF IR commands are used when programming macro commands into universal remotes. Using an ON-only or OFF-only command is more effective than a toggle ON/OFF command when trying to make sure the dish antenna is reliably in one state or the other. To send a discrete power ON or OFF command, use the following steps:



- 1 Program the remote control to control all the devices that you would like to control.
- 2 Press SAT until all the Mode buttons light up.
- 3 Press POWER.
- 4 Press VOLUME UP for discrete power on. Press VOLUME DOWN for discrete power off.
- 5 Press any button to end this procedure.



QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
 - Put the remote control in the correct mode.
 - Check the batteries.
 - Check the remote control address.
 - Check or adjust the UHF antenna.
- **Why does my receiver change channels or display menus at random?** Your neighbor may have their remote control set on the same address. Change the address on your remote control and receiver. If that doesn't help, you may have to install a UHF attenuator.

Customizing Receiver



Chapter

10

Personalizing Your Satellite Receiver

What you'll find in this chapter:

- **USING CALLER ID**
- **CUSTOMIZING THE GUIDE AND CHANNEL LISTS**
- **CHANGING LANGUAGES**
- **USING CLOSED CAPTIONING**
- **SETTING UP AUDIO OUTPUT**
- **RESETTING TO FACTORY DEFAULTS**
- **SCHEDULING RECEIVER UPDATES**
- **INACTIVITY STANDBY**

Chapter 10

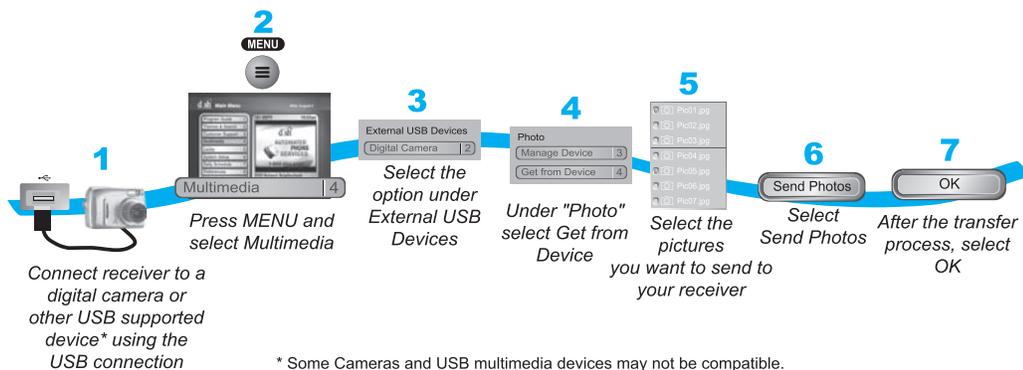
Using Multimedia

USING MULTIMEDIA

Photos

You can transfer photos from compatible USB storage devices and cameras to view on your TV using your DISH Network antenna. Now you don't have to pass photos around or have a crowd of people hover around your digital camera.

Transferring Photos to Your Receiver

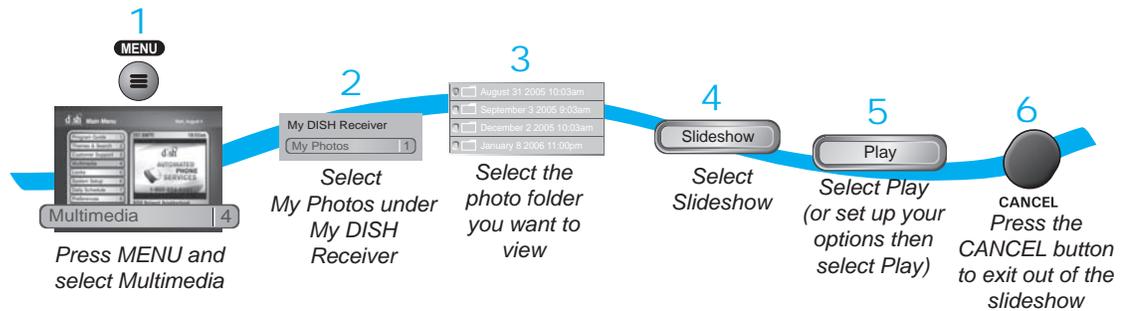


- 1 Connect your receiver to a digital camera or other USB supported device using the USB Connection.

Note: Some cameras and USB multimedia devices may not be compatible.

- 2 Press MENU and select **Multimedia**.
- 3 Select the option under External USB Devices.
- 4 Select **Get from Device** under Photo.
- 5 Select the pictures that you want to send to your receiver.
- 6 Select **Send Photos**
- 7 Select **OK** after the photos have been sent to your receiver.

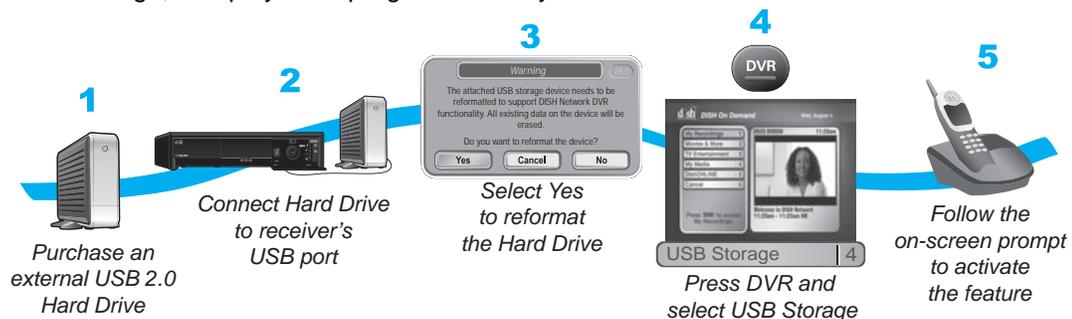
Viewing Photos on Your Receiver



- 1 Press **MENU** and select **Multimedia**.
- 2 Select **My Photos** under **My DISH Receiver**.
- 3 Select the photo folder you want to view.
- 4 Select **Slideshow**.
- 5 Set up your options if desired, and/or select **Play**.
- 6 Press **CANCEL** to exit the slideshow.

External Hard Drive

You can expand the storage capacity of your DVR receiver by connecting a compatible USB 2.0 hard disk drive. Transfer programs from the receiver to your external drive for storage, and play back programs directly from the external hard drive.



Choosing a compatible external hard drive:

- The hard drive must have a **USB 2.0** connection.
- The capacity of the hard drive should be between **40GB** and **750GB**.
- Using a hard drive with an external power supply is recommended. External hard drives powered by the USB cable may not function properly with your receiver.
- Do-it-yourself kits and expandable racks may not be compatible.

Chapter 10

Using Multimedia

- Only hard drives that are single-disk units are supported.
- Dedicate the hard drive for use only with the receiver; do not use the drive for other purposes, such as storing computer files.

To use the external hard drive feature:

- 1 Purchase a USB 2.0 hard-disk drive from a local consumer electronics store.
- 2 Connect the drive to one of the receiver's two USB ports, making sure to follow any instructions that came with the hard drive.
Note: Currently, the receiver supports having one USB device connected at a time. If you have a second USB device such as a camera or portable media player connected to the receiver, disconnect it before connecting the external hard drive.
- 3 If the hard drive is compatible, you'll receive a popup confirming the connection and asking if you want to manage its contents. Select **Yes**.
- 4 Follow the on-screen prompts for activation on your DISH Network account of the DVR External Hard Disk Drive feature for storage and playback of DVR content.
- 5 Once the feature has been activated, you'll receive a popup asking if you want to format the drive—formatting is necessary to store your recorded programs on the external hard drive. After selecting **Yes**, anything on the external hard drive is erased, the drive is formatted, and then the receiver reboots. You can use the **Manage Device** option to view and manage programs stored on the external hard drive. Use the **Send to Device** option to transfer programs from your receiver to the external hard drive. Copy protection for certain content may apply. See www.dishnetwork.com/content/faq/copy_protection/ for more information.
- 6 Press DVR and select **USB Storage** to manage the contents of the external hard drive.

Portable Media Players

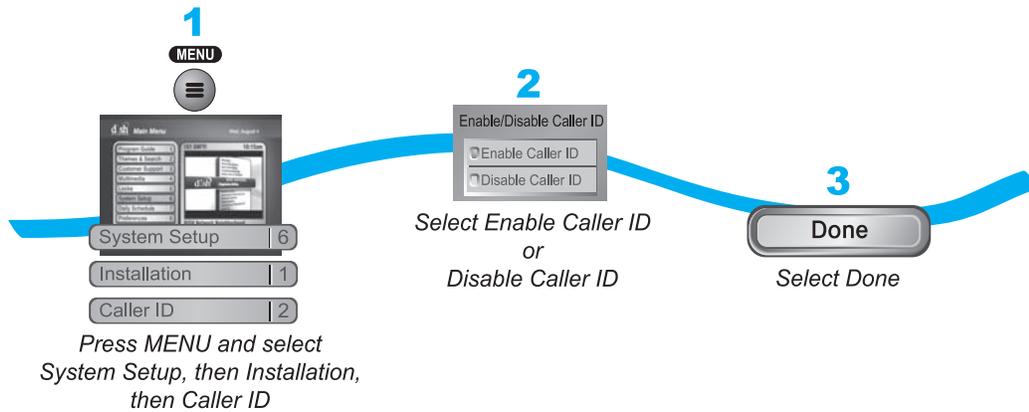
You can take your recorded content on the go with a portable media player from ARCHOS. Visit www.archos.com for compatible models and a free DISH Network plug-in. A one-hour standard-definition program will transfer in only about five minutes! Copy protection for certain content may apply. See www.dishnetwork.com/content/faq/copy_protection/ for more information.

USING CALLER ID

If you subscribe to Caller ID from your local phone company and your receiver is connected to a phone line, enabling the Caller ID feature allows the receiver to display the names of people and/or telephone numbers as they call on your TV.

Setting Up Caller ID Display

Use these instructions to enable or disable Caller ID.



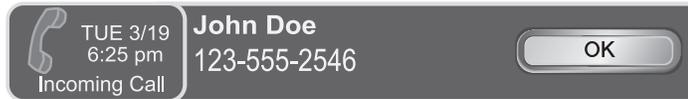
- 1 Press MENU and select **System Setup**. Select **Installation** and then **Caller ID**.
- 2 Select **Enable Caller ID** or **Disable Caller ID**.
- 3 Select **Done**.

Chapter 10

Using Caller ID

Caller ID Screens

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



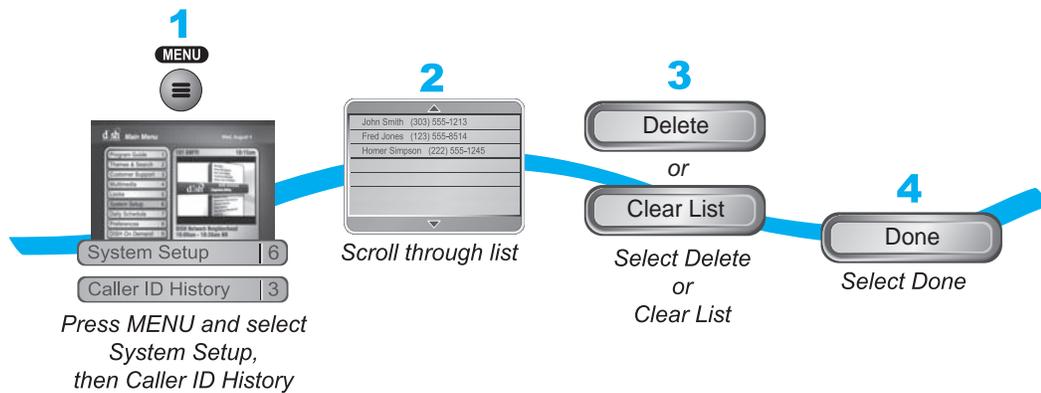
Select **OK** to dismiss the message. If you do nothing, it will disappear after 20 seconds.

If you are using a menu when a call comes in, a different Caller ID screen appears.



Using Caller ID History

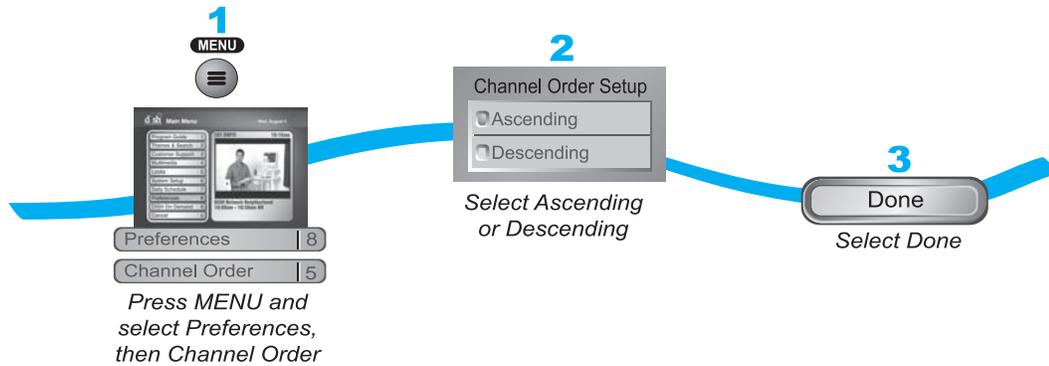
Your receiver also stores a history of the incoming calls. Use the following steps to view and delete numbers from your Caller ID History.



- 1 Press **MENU** and select **System Setup** and then **Caller ID History**.
- 2 Scroll through the list that displays.
- 3 Select **Delete** to delete selected histories or **Clear List** to delete all histories.
- 4 Select **Done**.

CUSTOMIZING THE GUIDE AND CHANNEL LISTS

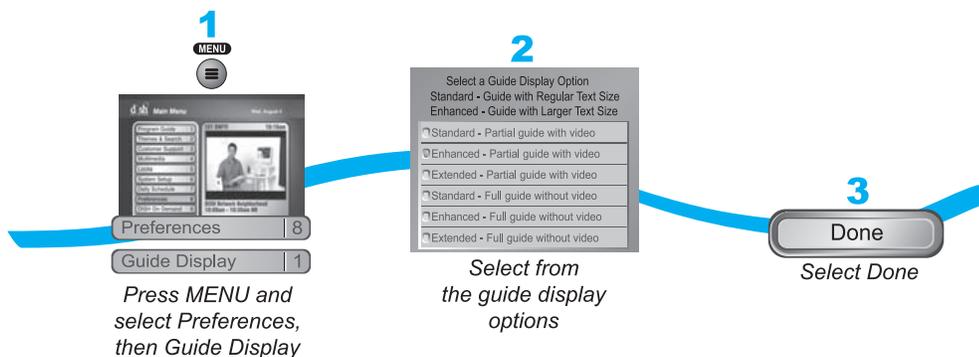
You can set up the on-screen Program Guide to list channels in descending order, with the highest channel number at the bottom of the screen, or in ascending order, with the highest channel number at the top of the screen. The default setting is to list channels in descending order.



- 1 Press MENU and select **Preferences**, and then select **Channel Order**.
- 2 Select **Ascending** or **Descending** for the Channel Order Setup.
- 3 Select **Done**.

Changing the Guide Display

The receiver comes set to display the Program Guide with video in the upper right corner. However, you can change the way the Program Guide displays.



- 1 Press MENU and select **Preferences** and then select **Guide Display**.
- 2 Select one of the following Guide Display Options:
 - **Standard - Partial Guide with Video.** This is the default option. The Program Guide displays video in the upper right corner and 1.5 hours of schedule per page.
 - **Enhanced - Partial Guide with Video.** Choose this option if you'd like larger text on your Program Guide. The Program Guide displays video in the upper right corner and one hour of schedule per page.

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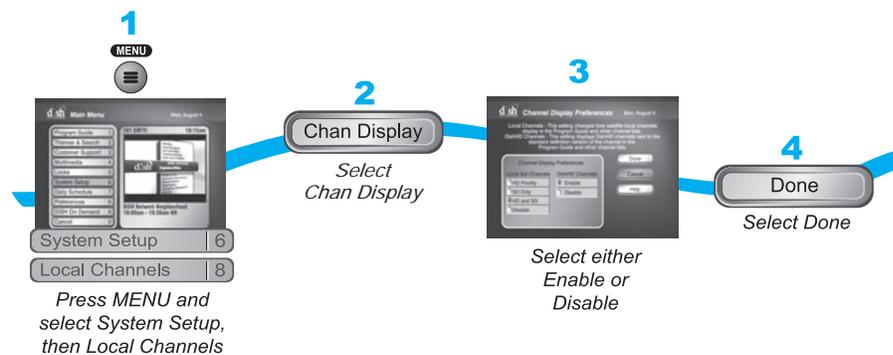
Customizing the Guide and Channel Lists

- **Extended - Partial Guide with Video.** Choose this option if you'd like to see video in the upper right corner and three hours worth of schedule per page on the Program Guide.
- **Standard - Full Guide without Video.** Choose this option if you'd like to see more channels per page on the Program Guide.
- **Enhanced - Full Guide without Video.** Choose this option if you'd like to see more channels per page in large text on the Program Guide.
- **Extended - Full Guide without Video.** Choose this option if you'd like to see more channels and three hours of schedule per page on the Program Guide.

3 Select **Done**.

Channel Display Preferences

The **Chan Display** option on the Local Channels menu allows you to customize how your local satellite channels and your DishHD channels display in the Program Guide and other channel lists.



1 Press MENU, select **System Setup**, and then **Local Channels**.

2 Select **Chan Display**.

Note: Changing the channel display preference may cause timers on those channels to be lost. Review your timers list after making any changes (refer to on).

3 Choose a preference for how local channels display in the Program Guide and other channel lists under Local Sat Channels:

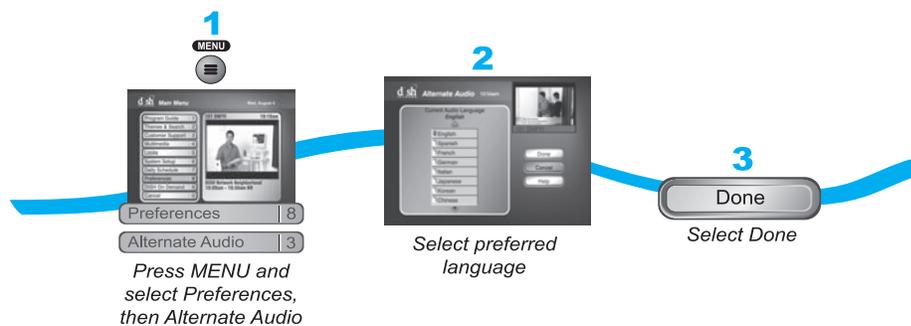
- **HD Priority**—display only HD versions of the local channel below 100 at the local station's channel number. If an HD local channel is not available, the SD channel is listed.
- **SD Only**—display only SD local channels below 100. HD channels display in the four-digit channel range.
- **HD and SD (default)**—display both HD and SD local channels at the local station's channel number.
- **Disable**—HD and SD local channels are found only in the four-digit channel range.

4 Choose a preference for how DishHD channels display in the Program Guide and other channel lists under DishHD channels:

- **Enable (default)**—DishHD channels display at the SD channel number.
 - **Disable**—DishHD channels display in the four-digit channel number.
- 5 Select **Done** on the Channel Display screen.
 - 6 Select **Done** on the Local Channels screen.

CHANGING 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, indicate at the beginning whether an alternate language or descriptive audio 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. Descriptive audio—not included on all channels and programs—is a feature for the visually impaired that describes what is happening during a program.



- 1 Press MENU on your DISH Network remote control, select **Preferences**, and then select **Alternate Audio**.
- 2 Select the preferred language.
- 3 Select **Done**.

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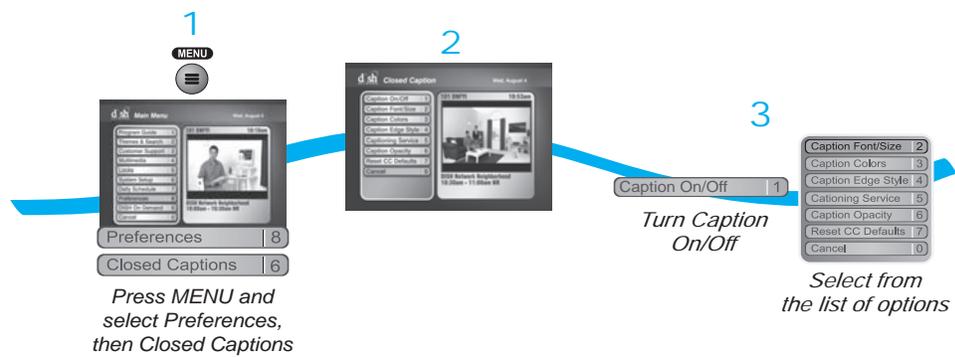
Using Closed Captioning

USING CLOSED CAPTIONING

The receiver has many options for Closed Captioning (CC), which allow you to change the feature to suit your needs. Also, you can display captions when you play back programs recorded using the receiver's DVR (Digital Video Recorder), even if you didn't have closed captioning turned on when the program was recorded.

Note: Not all programming contains closed captioning information.

To enable or disable closed captions and adjust how they are displayed, use the following steps:

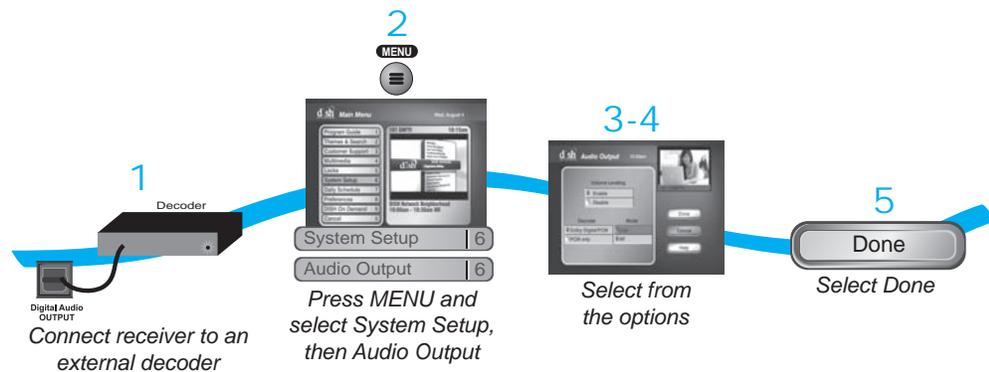


- 1 Press MENU. Select **Preferences**, then select **Closed Captions**.
- 2 Select Captions On/Off.
- 3 Select **CC is On** (to turn captions on) or **CC is Off** (to turn captions off), then select **Done**.
- 4 Choose the display options that match your preferences, then select **Done**.
 - **Caption Font/Size**—select a comfortable font and size.
 - **Caption Colors**—sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy to see.
 - **Caption Edge Style**—sets the edge style of the CC available text.
 - **Captioning Service**—selects the service you want to use.
 - **Caption Opacity**—choose from **Provider**, **Transparent** (see-through), **Translucent** (semi-see-through), **Solid**, and **Flashing**.
 - **Reset CC Defaults**—reset all closed captions settings to the default setting.

SETTING UP AUDIO OUTPUT

This receiver uses HDMI or an optical port for outputting digital audio. The HDMI or optical output can provide two audio data types—Dolby® Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound). Dolby Digital gives you the capability to enjoy programs in surround sound. Since decoders are usually built into A/V receivers or other Home Theater equipment, an external decoder is required to enjoy this feature. Refer to your decoder user’s guide.

Note: Not all programs contain a Dolby Digital sound track.



- 1 Connect an external Dolby Digital decoder to the receiver’s back panel Digital Audio Output using an HDMI or optical cable (available at consumer electronics stores).
- 2 Press MENU, select **System Setup**, and then select **Audio Output** (MENU-6-6) to open the Audio Output screen.
- 3 Select one of the following digital audio output options under Decoder:
 - **Dolby Digital/PCM**—select this option only if the stereo system or amplifier can decode both Dolby Digital and Linear PCM signals.
 - **PCM Only**—select this option only if the stereo system or amplifier cannot decode Dolby Digital signals.

The audio output is also dependent on what is present in the program you are watching. The table below shows what type of output you will hear:

Optical Output Setting	Signal Present in Program		
	Dolby Digital	PCM	Both
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital
PCM Only	PCM (downmix)	PCM	PCM

Note: When both audio signals are present in the program, the receiver defaults to Dolby Digital output unless you have selected PCM Only. If you have selected Dolby Digital Only

Chapter 10

Resetting to Factory Defaults

but there is only PCM audio in the program, you will hear nothing. This also applies to the analog audio outputs.

- **Line Mode.** When you use this setting, in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder, but voices quieter. This setting is good if you don't mind turning the volume up louder to hear the speaking portions of programs.
 - **RF Mode.** When you use this setting, in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter, but voices louder. This setting is good if you need to keep the volume lower.
- 4 If Volume Leveling is desired, select **Enable** to turn on Volume Leveling. Volume leveling keeps the volume levels consistent between programs and commercials, preventing drastic volume changes while watching television.

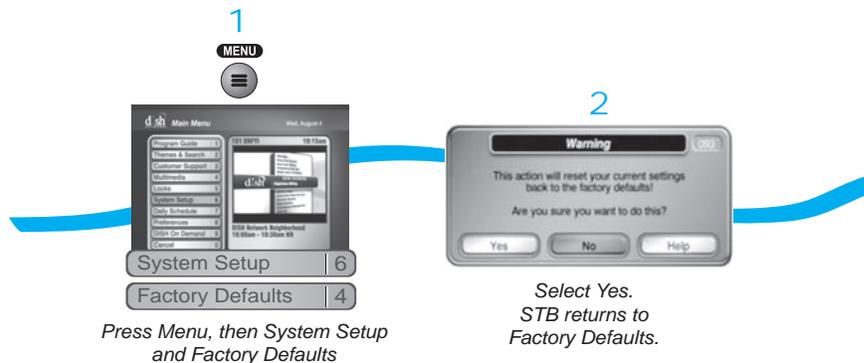
Note: When volume leveling is enabled, only the digital PCM and RCA analog line outputs are affected.

- 5 Select **Done**.

RESETTING TO FACTORY DEFAULTS

You can reset the receiver to discard any changes you have made to the receiver, except for remote control address setting and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except the All Chan, All Sub, and All HD lists.

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. You cannot reset the receiver to default settings to discard a password you have forgotten. No one but a Customer Service Representative can reset the receiver to bypass a receiver lock.

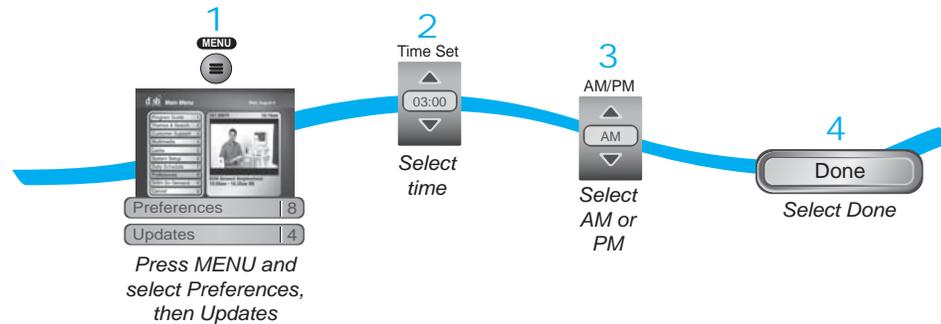


- 1 Press **MENU**, select **System Setup**, and then **Factory Defaults**. The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.
- 2 Select **Yes**.

SCHEDULING RECEIVER UPDATES

The receiver comes scheduled to update the Program Guide at 3:00 am every day. This section describes how to change the Updates settings.

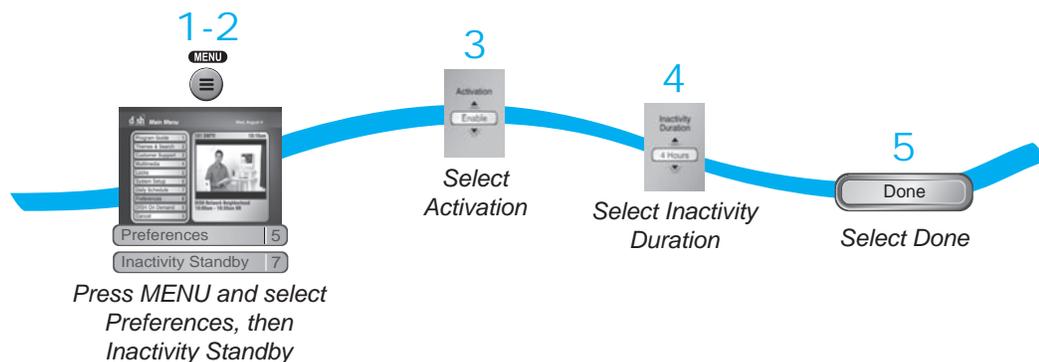
Note: This feature does not interfere with scheduled timers.



- 1 Press MENU, select **Preferences**, and then select **Updates**.
- 2 Select the time that you would like the updated software to be downloaded to your receiver.
- 3 Select **AM** or **PM**.
- 4 Select **Done**.

INACTIVITY STANDBY

If your receiver is on for a preset period of time without any activity (for example, no channel changes), the Inactivity Standby feature turns off the receiver so that you'll always have the latest Program Guide and DISH On Demand programs. Enabling this feature is recommended, as it also helps improve the reliability of your receiver. To change the settings for this feature, use the following steps:



- 1 Press MENU on the remote control.

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Tips

- 2 Select **Preferences**, and then **Inactivity Standby**.
- 3 Highlight **Activation** and use the UP and DOWN ARROW buttons to switch between **Enabled** and **Disabled**.
- 4 Highlight **Inactivity Duration** and use the UP and DOWN ARROW buttons to select the amount of time the receiver waits before turning off.
- 5 Select **Done**.
Note: Select **Defaults** to reset the changes you've made to this feature.



TIPS

- To take full advantage of Dolby Digital 5.1 surround sound, you need an optical cable and a stereo that supports this feature.
- To use the Caller ID feature on this receiver, be sure to have the receiver connected to an active phone line and subscribe to Caller ID service from your phone company.



QUESTIONS

- **How can I see who has called me in the past?** Open your Caller ID History by pressing MENU, select **System Setup** and then **Caller ID History**.
- **Why is my audio in another language?** You may have selected an alternate language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest to highest) or descending order (highest to lowest).



Connections

Chapter

11

Connecting Your Dish Antenna

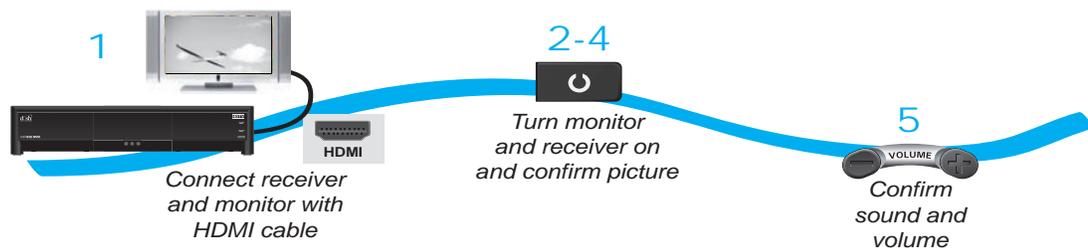
What you'll find in this chapter:

- **CONNECTING TO THE TV**
- **CONNECTING TO YOUR DISH ANTENNA**
- **CONNECTING THE PHONE LINE**
- **CONNECTING A BROADBAND INTERNET CONNECTION**
- **SCANNING FOR OVER-THE-AIR CHANNELS**
- **USING TROUBLESHOOTING TOOLS**

CONNECTING TO THE TV

High-Definition Connection: HDMI Cable

The **HDMI** (High-Definition Multimedia Interface) connection provides high-quality audio and video to your HDTV or HD Monitor using one cable. If your HDTV or monitor has an HDMI connection available, this is the recommended connection.



- 1 Connect an HDMI cable to the **HDMI** connection on the receiver.
- 2 Connect the other end of the HDMI cable to the HDMI input of the HDTV set or monitor.
- 3 Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.
- 4 Confirm that you are getting a picture from the receiver.
- 5 If you do not see a picture, refer to *No Picture on the TV*.

Note: In most cases connecting the HDMI cable provides plug-and-play control of the monitor's display resolution and other settings. However, your HDTV may require selecting a different format to display from the receiver during setup.

- 6 Turn up the volume on your HDTV and confirm you have sound. If you don't have sound, your system may require you to connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and the TV's audio input connections.
- 7 Refer to to adjust the receiver's HD display settings to match your TV.

High-Definition Connection: YPBPR (Component) Cables

The **YPbPr** connections provide high-quality video to your HDTV or HD monitor. Use these connections if your TV does not have an HDMI connection.



- 1 Connect component video cables to the **YPbPr** (component) connections on the receiver. Connect the other end of the component video cables to the YPbPr (component) connections on the TV.
- 2 Connect audio (red and white) RCA-type cables between the receiver's Audio Outputs and TV's audio inputs.
- 3 Turn on your receiver and TV. Change your TV to the correct input or source. Consult your HDTV user's guide for assistance.
- 4 If you do not see a picture, refer to *No Picture on the TV*, below.
- 5 Turn up the volume on your HDTV and confirm you have sound.
- 6 Refer to to adjust the receiver's HD display settings to match your TV.

No Picture on the TV

This section helps you display a picture on your TV if you were not able to using the previous sections.

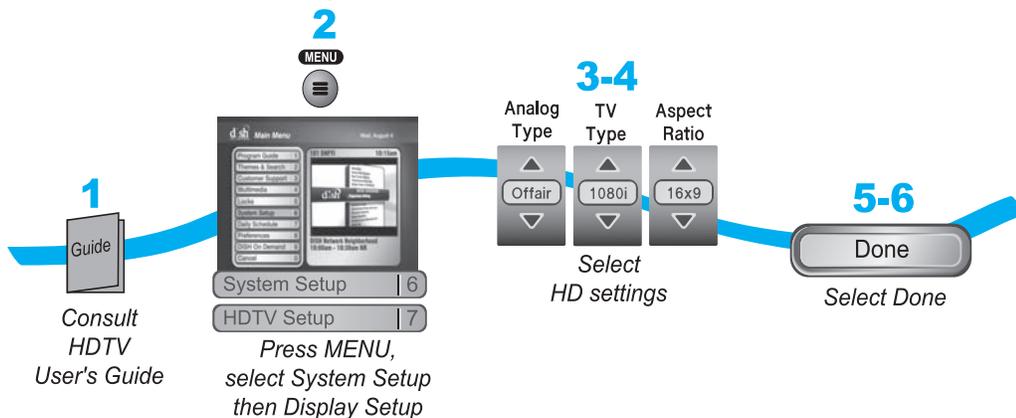
- 1 Connect RCA-type cables between the receiver's **COMPOSITE** (RCA-type) video output and your TV's Composite (RCA-type) input.
- 2 Verify the receiver and the TV are on.
- 3 Make sure the TV is set to the correct input for the RCA-type connection. Refer to your HDTV user's guide for assistance.
- 4 Change the HDTV settings to match your TV's display settings.
- 5 Change the TV to display from the HD input you connected in the previous sections. If you can see a picture, you are finished.
- 6 Repeat steps 4 and 5 until the TV displays video from the receiver.

Chapter 11

Connecting to the TV

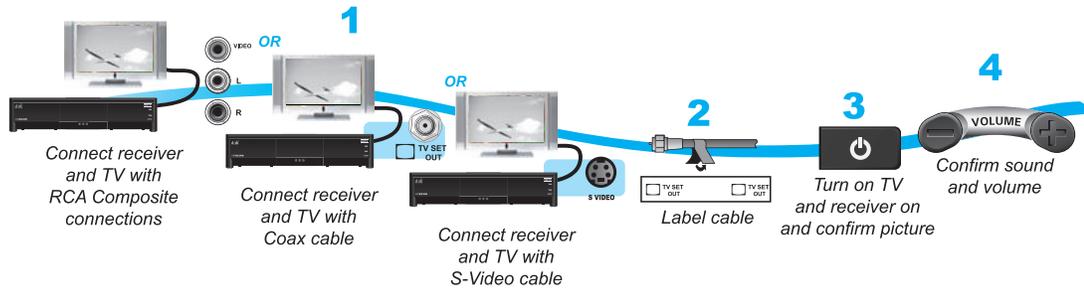
Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH Network HD programming, you will be able to receive HD programs. Use the following steps to select the HDTV display format that best matches your TV or monitor.



- 1 Consult your HDTV user's guide for the HD resolution that the TV supports (1080i or 720p).
- 2 Press MENU, select **System Setup**, then **HDTV Setup**.
- 3 Select the HD format settings (Analog Type and TV Type) that match the format supported by your TV, either 1080i or 720p.
- 4 Select the Aspect Ratio that matches your TV type.
 - **16x9** is the setting for wide-screen HDTV displays.
 - **4x3 #1** is the setting to use on a 4x3 TV which uses vertical compression. When fed with a 16x9 program, a compatible TV automatically makes the picture letterbox format (black bars top and bottom) to preserve the correct horizontal and vertical proportions.
 - **4x3 #2** is the setting to use on a 4x3 TV which does NOT have internal vertical compression. When fed with a 16x9 program, this type of TV will not show black bars at the top and bottom, and the picture will appear tall and skinny.
- 5 Select **Done**.
- 6 If required, set up the HDTV to display in the format that matches the receiver's settings. Some HDTVs will automatically adjust to the resolution setting of the receiver.

Standard-Definition Connections



- 1 Connect the receiver to the TV using one of the following connections.

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

 - **AUDIO/VIDEO** connection (RCA-type composite connection)
 - **S-VIDEO** and **LEFT/RIGHT AUDIO**
 - **TV SET OUT**
- 2 If using the **TV SET OUT** connection, peel off the white sticker and attach it to the cable close to where it connects to the **TV SET OUT** connection on the back of the receiver. The sticker is in the front cover of this guide.
- 3 Turn on the TV and receiver to make sure you have a picture.

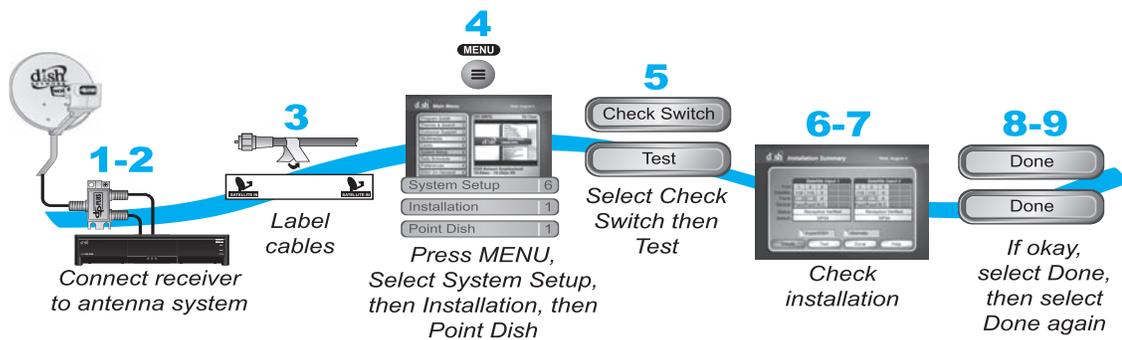
 - If using the **TV SET OUT** connection, you'll need to set your TV to either channel 3 or 4. This output channel can be changed in the receiver's menus by pressing **MENU** on the remote control, selecting **System Setup, Installation**, then **Modulator Setup**. The default output is channel 3.
 - If using the **S-VIDEO** or **AUDIO/VIDEO** connections, you'll need to set your TV to a video input or source. Refer to your TV's user guide for more information.
- 4 Turn up the volume on the TV to make sure you have audio.

Chapter 11

Connecting to Your Dish Antenna

CONNECTING TO YOUR DISH ANTENNA

Connect your TV to the dish antenna using the previous sections before connecting the receiver to the dish antenna.



- 1 Connect two RG-6 coaxial cables between the **SATELLITE IN 1** and **SATELLITE IN 2** ports on the receiver's back panel and two available ports on either the switch, LNBF, or DISH Pro Plus Separator in your existing system.
Note: If you are installing your receiver in a system with DISH Pro or DISH Pro Plus LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. You must use RG-6 coaxial cables rated up to at least 2150 MHz.
- 2 Peel off the blue stickers (found at the beginning of this *User's Guide*) and affix them to the cables near where they connect to the **SATELLITE IN 1** and **SATELLITE IN 2** connections on the back of the receiver.
- 3 On the remote control, press MENU, select **System Setup**, **Installation**, and then **Point Dish** to display the Point Dish screen on the TV.
- 4 Select **Check Switch** to go to the Installation Summary screen, then select **Test**.
- 5 The receiver begins performing the Check Switch test. When it is finished, the Installation Summary screen displays with the results of the test.
- 6 Verify that the information on the Installation Summary screen identifies your system correctly and shows all transponders for all dish antennas in your system.
- 7 Select **Done**.
- 8 Select **Done** to exit the Point Dish menu. If you receive a prompt that the receiver needs to download software, follow the on-screen instructions and do not disturb the receiver until the TV is displaying DISH Network video. The software download process usually takes between 15 and 30 minutes. If you do not receive the software download prompt, press VIEW LIVE TV. The receiver displays the "Acquiring Satellite Signal" message for a few minutes, then will display video.

CONNECTING THE PHONE LINE

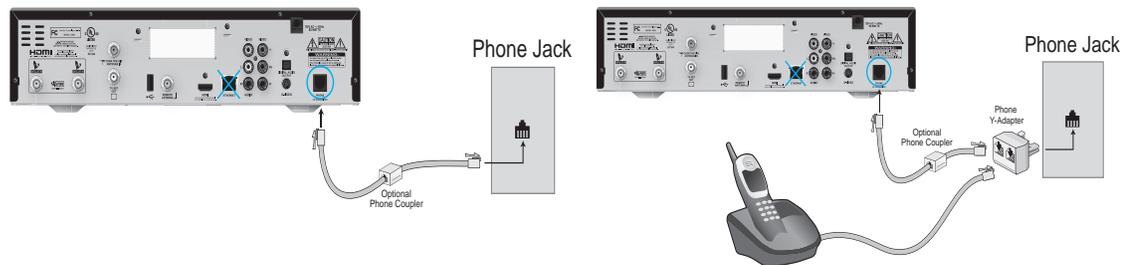
You must keep the receiver connected to an active telephone line to order Pay-Per-View programs, use all of the DishHOME Interactive features, or use other services from DISH Network with your remote control.

Note: You may be able to use a wireless modem jack. However, this may not support all the features of this receiver, such as Caller ID. See www.dishnetwork.com for compatible modem products. 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 DISH Network. You can obtain a filter from your DSL provider.

Phone Line Connection

Connect a telephone cable with a standard RJ-11 connector between the receiver's back panel **PHONE** connection and an active telephone connection as shown below.

Note: Do not connect the phone line to the **ETHERNET** connection. If you accidentally connect the phone line to the **ETHERNET** port, all phones in your home may stop functioning.



Phone Connection Recommendations for VoIP

If you have a VoIP (Voice over Internet Protocol) phone service, the following tips may help improve the chances of the satellite receiver successfully connecting to DISH Network using the VoIP phone service.

Note: Not all VoIP services will function with the receiver.

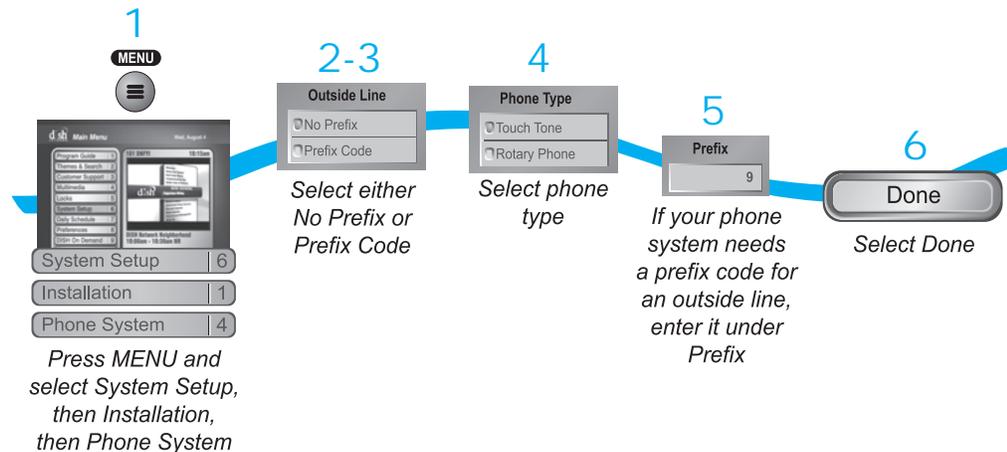
- Manually set the VoIP equipment for the proper bandwidth, to the highest bandwidth possible, using the VoIP equipment's instructions.
- Use other settings or connections suitable for modems or fax machines.
- For Vonage VoIP customers only, using the phone prefix *99 in the phone systems setup can allow the VoIP connection to switch to its highest possible bandwidth. Follow the steps in *Phone System Setup*, below, to enter a phone prefix.

Chapter 11

Connecting the Phone Line

Phone System Setup

You must also set up the receiver for your telephone system (touch tone or rotary). If you need a prefix to make an outside call, set a telephone number prefix.



- 1 Press **MENU** on the remote control, then select **System Setup**, **Installation**, and then **Phone System**.
- 2 Select the **Prefix Code** option under **Outside Line** if you need to dial a prefix to make outside calls. Otherwise, leave this setting on **No Prefix**.

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. If this is the case, select the **Save** option to save the above setting, and stop here. If you do need to set a prefix, then instead of selecting the **Save** option, go on to step 5.

- 3 If you selected **No Prefix**, select **Done**.
- 4 Select the **Touch Tone** or **Rotary Phone** option in the **Phone Type** list.
- 5 If you selected **Prefix Code**, the receiver highlights the box where you must enter the exact sequence you dial to reach an outside line.
- 6 Select **Done**.

CONNECTING A BROADBAND INTERNET CONNECTION

If you have broadband (high-speed) Internet access at home, you can access additional features and capabilities by connecting your receiver to your home network. Refer to tech.dishnetwork.com and search for “home networking” for detailed instructions on making this type of connection.

CONNECTING AN OVER-THE-AIR ANTENNA

If you want to receive digital channels from an over-the-air antenna in addition to your dish antenna programming, connect the over-the-air antenna to your dish antenna.

- The **OVER-THE-AIR ANTENNA IN** connection on your receiver's back panel can be used to receive and view programming on the TV from an over-the-air antenna.
- Connect a VHF/UHF over-the-air antenna to the **OVER-THE-AIR ANTENNA IN** port. Peel off the black sticker (found at the beginning of this *User's Guide*) and affix it to the cable close to where it connects to the back of the receiver.
- You can add local over-the-air channels to the receiver's channels lists and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner similar to accessing satellite channels.

Note: The type of antenna required depends on the channels used by, and the locations of, the local broadcasters for your area. Visit www.antennaweb.org or contact a professional installer to help you select a suitable antenna.



Make sure to follow the antenna installation instructions correctly. Ground the dish antenna per the *National Electrical Code (NEC)* and any state and local electrical codes.



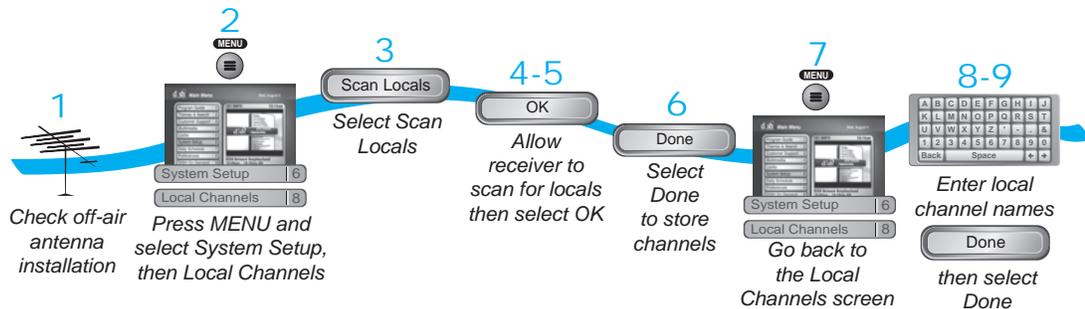
The audio/video quality on local over-the-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the over-the-air TV antenna you use. If you have questions about over-the-air channels, contact the broadcaster, not DISH Network.

Chapter 11

Scanning for Over-the-Air Channels

SCANNING FOR OVER-THE-AIR CHANNELS

After your over-the-air antenna is adjusted for the best reception and connected to the receiver's **OVER-THE-AIR ANTENNA IN** connection, use these instructions to scan over-the-air channels into the satellite receiver's menus.

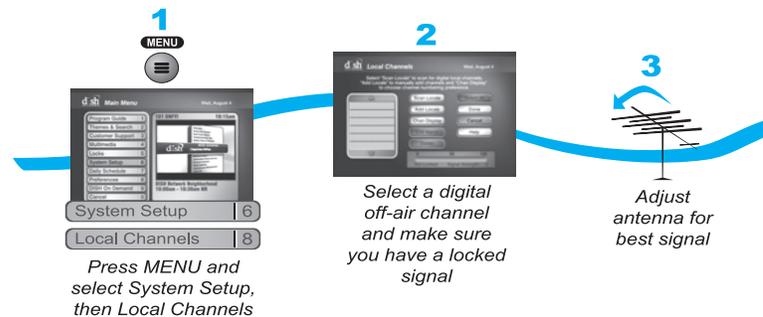


- 1 Verify your over-the-air antenna is installed and connected to the receiver's **OVER-THE-AIR ANTENNA IN**.
- 2 On the remote control, press **MENU**, select **System Setup**, and then **Local Channels**. If this is the first time you have opened the Local Channels screen, it will have no channels listed.
- 3 Scan for channels by selecting **Scan Locals**.
- 4 The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found. If you want to stop the scan before it is completed, select **Cancel**.
- 5 Select **OK** to go back to the Local Channels screen and view the list of channels.

Note: The **ARROW** at the bottom left means that there are more channels, off the bottom of the screen, which you can get to with the **ARROW** keys if you wish to edit their names or remove them.

- 6 If you want to name the over-the-air channels, continue on. If you do not want to name your over-the-air channels, select **Done**. You will then be taken out of the menus back to watching TV.
- 7 Select a channel and then select **Edit Name** to modify the way the channel name displays on your screen. You can rename only one channel at a time.
- 8 Use the on-screen keyboard on the screen to select the letters of your channel name.
- 9 When you are finished making changes, select **Done**. The receiver displays a message while it is saving the changes. Be sure not to interrupt the receiver while it is saving the changes.

Peaking Your Over-the-Air Antenna



- 1 Press MENU, select **System Setup**, and then **Local Channels**.
- 2 Highlight a channel in the local channels list to display its signal strength. Make sure you see a green signal strength bar and a Locked indication on the signal meter.
- 3 Adjust the orientation of your antenna to maximize the signal strength. If you cannot get a Locked indication, you may need to upgrade your antenna or relocate it.

About Over-the-Air TV Broadcasts

Over-the-air TV signals are broadcast by local TV stations from a transmitter tower. You receive over-the-air TV signals using an indoor or outdoor antenna instead of the dish antenna. You are likely familiar with analog over-the-air TV signals - these are the signals that have been used to broadcast TV for many years. New digital over-the-air TV signals are broadcast and received in the same way. Digital over-the-air TV broadcasting uses advanced technology like that of the DISH Network to deliver superb picture quality and CD quality sound. However, digital over-the-air signal reception (like analog over-the-air signal reception) depends on several things.

- The distance between the broadcast station and your home (the further away the station, the weaker the signal)
- The broadcast station's power (the lower the power, the weaker the signal)
- Obstacles between the station and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you)
- Multiple broadcast stations (to receive good signals from several stations, you may need to compromise in how you aim the antenna or you may need more than one antenna)

The effects of poor digital reception are different from the effects of poor analog reception:

- Poor analog reception usually causes the TV picture to be “snowy” or to include “ghosts,” that is, multiple images caused by receiving reflected signals along with the direct signal from a station. Poor digital reception may cause the TV picture to be “pixelized,” that is, broken up into small squares of various colors, or to be lost completely (the TV screen is all black or all blue).
- Digital broadcasts often provide either a very good picture or no picture at all.

Chapter 11

Scanning for Over-the-Air Channels

- You may be able to receive a poor analog signal but not be able to receive a digital signal at all.

To get the best possible digital signal reception, make sure you use the best over-the-air antenna for where you live:

- You can receive a limited number of channels using a rabbit ears type antenna on top of the TV set, or a much larger number via a large UHF/VHF indoor/outdoor antenna.
- The higher the quality of the antenna you use, the greater its range and the better its reception will be.

Digital OTA Broadcasts are Still Developing

- Broadcasters may still be testing digital signals and their strength, and may stop broadcasting without notice, vary power output, or turn it off.
- Some broadcasters do not yet have permanent transmitter tower.
- Broadcasters may choose to multicast, which allows them to provide multiple standard-definition channels in the same bandwidth used to provide a high-definition channel.
- These factors are outside of DISH Network's control.

Additional Installation Considerations

- Follow local and National Electric Code requirements for grounding the antenna.
- RG-6 coaxial cable is preferred for the **OVER THE AIR ANTENNA IN** connection. If you are diplexing the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables, RG-6 coaxial cable must be used.
- You can not use a diplexer to combine the **OVER THE AIR ANTENNA IN** and **SATELLITE IN** cables if using an amplified antenna.

If you have questions about over-the-air channels, contact the broadcasters, not DISH Network. DISH Network does not broadcast over-the-air signals and so cannot do anything to change over-the-air signal quality. However, the receiver's digital channel setup menus provide a signal strength bar that can help you in aiming the over-the-air TV antenna for the strongest possible signal.

Additional Resources for Over-the-Air TV Broadcasts

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at www.nab.org.

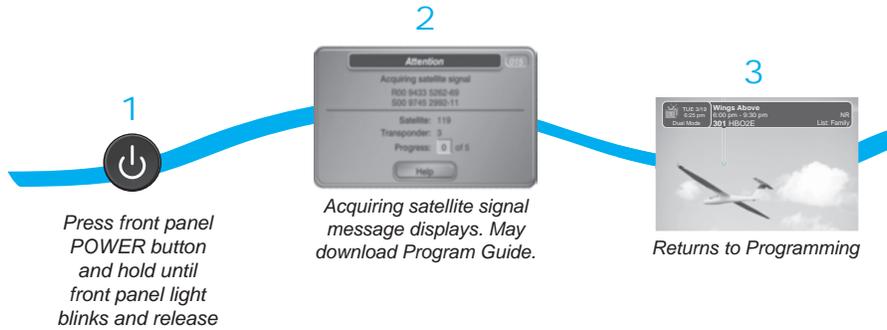
Note: The receiver displays "Transmit Channel" which is referred to on the NAB web page as RF Channel. These terms mean the same thing.

Another good source of local channel information is available from the Consumer Electronics Association (CEA) web page at: www.antennaweb.org. This website provides recommendations for antenna types and pointing directions.

USING TROUBLESHOOTING TOOLS

Your receiver has troubleshooting tools that you can use to solve many common problems.

Resetting Your Receiver

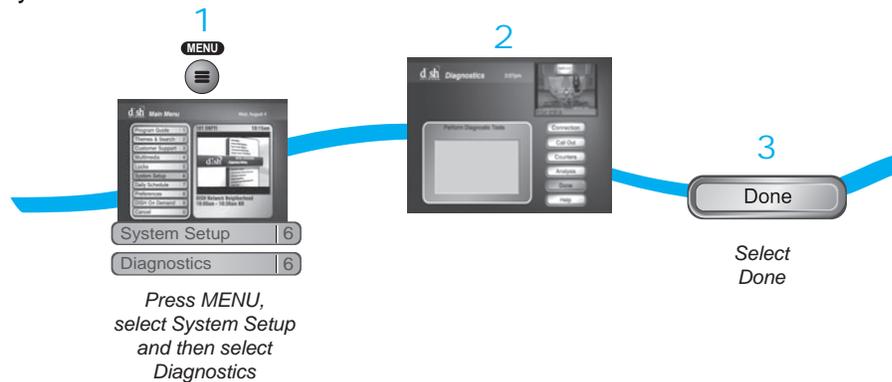


- 1 Press and hold the receiver POWER button until the front panel lights blink.
- 2 Release the POWER button.

The receiver will take several minutes to reset, will display the message “Acquiring Satellite Signal”, may download the Program Guide, and then will return you to programming.

Diagnostics

The Diagnostics screen allows you to check the phone and broadband Internet connection of your receiver.



- 1 Press MENU, select **System Setup**, then select **Diagnostics**.
 - Connection—Tests for a valid phone connection or broadband Internet connection.
 - Call Out—Updates the receiver’s smart card records. If “No Call Out Pending” is displayed, the receiver does not need to have its smart card records updated.
- 2 Select **Done** to exit the Diagnostics screen.

Chapter 11

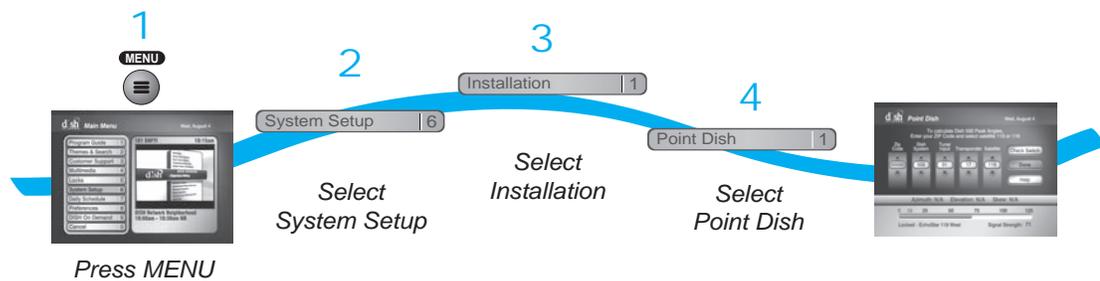
Using Troubleshooting Tools

Point Dish and Check Switch

The Point Dish and Check Switch screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH Network. 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 will result in incorrect receiver settings and cause you to lose channels. Do not run a Check Switch test unless directed to by a Customer Service Representative or other DISH Network 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.

Reference



Reference

Troubleshooting and Remote Codes

What you'll find in this chapter:

- **TROUBLESHOOTING TABLES**
- **REMOTE CONTROL DEVICE CODES**

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. To solve a particular problem, do the following:

- 1 Review the section in this 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 Sometimes resetting the receiver can fix a minor problem. See .
- 4 Make sure your TV is tuned to the correct channel or input. Use RECOVER.
- 5 Make sure your remote control has fresh batteries. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries.
- 6 Make sure your receiver is connected to an active telephone line.
- 7 Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or snow.
- 8 For more information, call the Customer Service Center at 1-800-894-9131, or see www.dishnetwork.com or tech.dishnetwork.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 to find these numbers (See). Also, write down any error messages that the receiver displays on the television screen.

Message Numbers

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	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). Refer to <i>tech.dishnetwork.com</i> for additional steps.
002	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 screen. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. There may also 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 is not more than 200 feet. 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). Refer to <i>tech.dishnetwork.com</i> for additional steps.
005	The receiver may not have received authorization for programming yet. 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 (added it to your account), 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 screen 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 at 1-800-894-9131.
006	The receiver may not be connected to an active telephone line or broadband Internet connection.	You must connect each installed receiver to an active telephone connection or broadband Internet connection.
011, 012	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.	Program providers specify which programs are blacked out for specific areas, not DISH Network.
013, 014	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 at 1-800-894-9131 to buy the channel, or if you believe this message was displayed by mistake. If you subscribe to the channel and you see these messages, reset the receiver.

Reference

Troubleshooting Tables

Message Number	Possible Reason	What to Do
015	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 goes away. 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 screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
018	The receiver may not be connected to an active telephone line or broadband Internet connection.	<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 at 1-800-894-9131 for help checking the credit limit and/or to get authorization to make a purchase.
022	The receiver may not have received authorization for programming yet. 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 screen 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 at 1-800-894-9131 for help.
026	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 screen is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish.
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the Check Switch test.	If your setup includes a multi-dish switch, you must run the Check Switch test.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	<ul style="list-style-type: none"> • Make sure that you have selected the option for the right satellite on the Point Dish screen. • Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	The receiver is downloading current software.	It is very important for the receiver to get the latest software to function properly. The download may take several minutes. Do not disturb or unplug the receiver during this time.

Message Number	Possible Reason	What to Do
074	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.	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.
078, 079, 080	You may not have connected the receiver to an active telephone line or broadband Internet connection, or the telephone line or Internet connection may be defective.	Connect the receiver to an active telephone line or broadband Internet connection. Make sure that the telephone line or Internet connection to which you connect the receiver is working properly. Note: To order Pay-Per-View programs, you must keep each receiver connected to an active telephone line or broadband Internet connection. The receiver uses the telephone line to make toll-free calls (when the phone is not in use) or the Internet connection to send purchase information to DISH Network.
093	You may have selected the Reset Factory Defaults option.	If you want to reset the receiver to its factory default settings, select Yes . If you do not want to reset factory defaults, select No .

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a channel number. The channel changes, but not to the channel number you entered.	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.	<ul style="list-style-type: none"> Try entering the channel number again. Reset the receiver.
When changing channels, using the Program Guide, Browse, or other channel lists, some of the channels you subscribe to are not listed.	<ul style="list-style-type: none"> If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message indicating it is not part of your subscription. If a Favorites 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 to hide adult channels or to hide locked channels, these channels are not displayed in the Program Guide or other channel lists. 	<ul style="list-style-type: none"> If you want to buy a channel, go to www.dishnetwork.com/myaccount, select the Customer Support option from the receiver’s menu, or call the Customer Service Center at 1-800-894-9131. Press GUIDE on the remote control, and press it again until it says All Chan at the top of the screen. Change the Hide Adult or Hide Locked setting to include these channels in the Program Guide and other channel lists.

Reference

Troubleshooting Tables

Remote Control

What Is Happening	Possible Reason	What to Do
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, the batteries may be weak or dead, or there may be InfraRed (IR) interference in the room.	<ul style="list-style-type: none">• Install four new AAA batteries in the remote control.• If the remote control has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and install them correctly.• Move the receiver away from an HDTV.• Disable the ambient light sensor on an LCD HDTV.• Increase the HDTV's brightness setting.
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">• Remote control is 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.	<ul style="list-style-type: none">• Try the receiver's front panel button to see if the receiver responds.• 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.

Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	Red means that you have not subscribed to that channel. You must subscribe to a channel before you can view it.	<ul style="list-style-type: none"> If you want to buy a channel, go to www.dishnetwork.com/myaccount, select the Customer Support option from the receiver's menu, or call the Customer Service Center at 1-800-894-9131. Reset the receiver.
You try to display future programs in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present.	Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	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.	Contact the program providers (for example, the channel or network affiliate that broadcast the program) 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 Favorites List other than the list named All Chan. You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels 	<ul style="list-style-type: none"> You can change the applied Favorites List while using the Program Guide by pressing the remote control GUIDE button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, the All Sub list, which includes all subscribed channels, or the All HD list, which includes all subscribed HD channels. Unlock the receiver for the Program Guide to display adult channels.

Watching A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on, but the TV image is black, blue, or snowy.	<ul style="list-style-type: none"> The TV set may not be working properly. The TV may be connected to the wrong input. If the TV and the receiver are working properly, there may be interference with the satellite signal. 	<ul style="list-style-type: none"> Verify the TV is set to the correct input or channel for your setup. Make sure that the TV set is plugged into a working electrical outlet. Make sure that the TV is turned on. Use the RECOVER button. 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. Make sure that the TV brightness and contrast are adjusted correctly.

Reference

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
<p>The TV image has pixels (small squares), is freezing, or you have intermittent black screens.</p>	<p>Your receiver may be experiencing signal loss due to something blocking your dish's view of the sky, the dish being mis-aligned, or weather.</p>	<ul style="list-style-type: none"> • 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 screen. 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. • The receiver may not be properly connected to the TV. • There may be interference from other nearby electrical devices (such as radio towers, 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. Refer to your TV's user guide for assistance. • 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 length of cable between your dish and receiver. If it is greater than 200 feet, contact the person who installed your system. • Make sure the system is properly grounded.
<p>A "black box" fills almost all of the TV screen.</p>	<p>You may have turned on the Closed Captioning feature on the TV, and put that feature into Text mode.</p>	<ul style="list-style-type: none"> • Turn off Closed Captioning through your TV's menus. Enable Closed Captioning through your receiver.

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, All Sub, or All HD list.	If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan, All Sub, or All HD lists.	You must add channels to a custom Favorites List before you can apply it.
You try to change the All Chan, All Sub, or All HD list. The receiver displays an ERROR message.	The receiver will not allow you to change the All Chan, All Sub, or All HD lists.	Choose another list to change. The All Sub list includes all channels that are part of your subscription. The All HD list includes all high-definition channels that are part of your subscription.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorites List does not show channels that you know you have added to it.	If you have set the receiver to hide adult channels or hide locked channels, these channels are not included in the Program Guide or other channel lists.	Change the Hide Adult or Hide Locked setting on your receiver if you do not want these channels excluded from the Program Guide or other channel lists.

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.	You must enter the password before you can create an event timer for a locked program.	To create 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.	You must order a Pay-Per-View event before you can create an event timer for it.	To create 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.	You already have set up the maximum number of event timers.	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.	You may have set up a Reminder but what you should have set up is an Auto-Tune or a DVR timer.	Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A DVR timer reminds you, tunes the receiver, and records the program to the receiver's hard drive.

Reference

Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
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.	You may have set up a timer with an incorrect frequency.	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. All Episodes timers will record all episodes of that program, while New Episodes timers will record only the current season. A DishPASS timer records programs matching your DishPASS search term.
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> You may have several timers set up for the same time and the event timer you set is at a lower priority than others. You may have selected New Episodes and the timer you set was for an episode that is not new. 	<ul style="list-style-type: none"> Check the Priorities. Check the Timer Frequency.
You set up a DishPASS Timer and you notice that you have no space left on your My Recordings List.	The DishPASS Timer may have included more matching programs than what you expected.	Delete that DishPASS Timer and begin again.
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.	Stopping the event timer applies only to the current showing of the program.	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 edit an automatic event timer. The timer does not start or does not end according to the program for which you set the timer.	Editing an automatic event timer converts it to a manual event timer. Such a timer starts and stops at the times you specify, not the start and stop times of any specific program.	If you want an automatic event timer to start and stop according to a specific program, avoid editing that event timer.
You try to set up a manual event timer. The receiver displays an Error message.	You may have tried to set a manual event timer with invalid start or stop times.	Review the information on manual event timers.
The receiver does not display the program name for a manual event timer.	The receiver may not be able to display a program name for a manual event timer.	Use the Program Guide or a printed schedule to find the program name.
You set an event timer. The event timer misses the beginning or the end of a program.	The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.	<ul style="list-style-type: none"> Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event. Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is 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. You have selected Dolby Digital Only when there is no Dolby Digital soundtrack. 	<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. In the Dolby Digital menu, select Dolby Digital/PCM for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language. The program may be in a foreign language.	Press the MENU button on your remote. From the Main Menu, select Preferences , then Alternate Audio , and choose the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	<ul style="list-style-type: none"> You do not have Caller ID service from your local phone company. Your phone line is not connected to the phone jack on the back of the receiver. You do not have the Caller ID option enabled. 	<ul style="list-style-type: none"> Verify that Caller ID is a service provided by your local phone company. Verify that you have connected the phone line to the phone jack on the back of the receiver. Press the MENU button on your remote. From the Main Menu, select System Setup, then Installation, and then Caller ID. Select the Enable Caller ID option.

Reference

Troubleshooting Tables

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to send Pay-Per-View purchase information to DISH Network using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	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.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was sending Pay-Per-View purchase information to DISH Network using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.
Your computer or fax machine tries to send a fax or modem transmission, but fails.	The receiver was sending Pay-Per-View purchase information to DISH Network using your phone line. 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.	Re-send the FAX or modem transmission.
Your computer or fax machine was receiving a fax or modem transmission, but an error occurred.	The receiver may have tried to send Pay-Per-View purchase information to DISH Network using your phone line during the fax or modem 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.	Have the sender resend the FAX or modem transmission.

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.	You may not have locked the receiver.	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.	N/A	Call the Customer Service Center at 1-800-894-9131. You must be able to verify your account information with the customer service representative.

Ordering a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	You may have been away from the receiver, and someone else used it.	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 must enter the password.
You find that you are not able to order a Pay-Per-View program.	The receiver may not be connected to an active telephone line or broadband Internet connection.	Connect each receiver to a phone line or a broadband Internet connection for Pay-Per-View ordering using the remote control.
You find that you are not able to cancel a Pay-Per-View program.	You ordered a Pay-Per-View program, and then decided not to watch it.	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 on all of the receivers.	You ordered a Pay-Per-View program, and want it to be available on all the receivers in your setup.	If you want to watch a Pay-Per-View program on TVs connected on each receiver, you must order the program for each receiver but you only pay for the program once.

Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	You may have not done anything with the remote control or front panel buttons for several minutes.	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. Start over again.

Reference

Remote Control Device Codes

REMOTE CONTROL DEVICE CODES

These tables contain the manufacturer codes for programming the remote to control your TV, 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

In most cases, use these codes to program in TV mode. **Note:** If programming in AUX mode, press 0 before entering the TV code.

Abex 658 730	Brockwood 627	Durabrand 533 627 682 733 834 843
Acer 511	Broksonic 682 748 750 752 754 834 899 908	Dwin 572 739
Action 662	ByD:sign 792	EchoStar 742 763
Admiral 521 572 675 739 834 835	Candle 506 523 525 536 627 654 840	Electroband 652 795 797 798 807
Advent 653 842 912	Candle/Citizen 573	Electrograph 507
Adventura 840	Capehart 519 627	Electrohome 573 627 651 652 654 709 728 795 807
Aiko 727 778	Carnivale 627	Element 591 669
Aiwa 667	Carver 761	Emerson 528 534 536 541 573 590 618 627 642 646 654 655 657 658 662 664 668 682 683 733 777 816 832 834 846 899
Akai 570 573 592 612 627 652 754 795 807 808 906 907 908	CCE 528 816	Emprex 597
Alaron 534	Celebrity 652 795 797 798 807	Envision 506 573 627 654
Albatron 692 804	Celera 744 745	Epson 708
Alleron 534	Changhong 744 745	ESA 733
A-Mark 620 804	Cineral 697	Fisher 542 590 595 683 802
Ambassador 686	Circuit City 627	Fortress 573
America Action 682	Citizen 506 516 523 524 525 590 627 654 657 658 664 680 727 778	Fujitsu 534 602 603 694
Ampro 691	Clairtone 698	Funai 534 541 587 657 662 682 694 733 756
Amtron 657	Clarion 682	Futuretech 541 657 662 682 694
Anam 682	Coby 626 633	Gateway 507 511 710
Anam National 509 541 620 651 657 662	Colortyme 573 627 654	General Electric 503 508 509 528 543 544 627 645 650 651 654 661 690 728 742 749 779 830 832 857 859
AOC 505 506 519 520 573 582 620 627 653 654	Colt 660	Gibraltar 501 627 711 813
Apex 552 595 743 744 745 757 771 802 815	Commercial Solutions 645 650	Go Video 696
Archer 620 804	Concerto 523 627 654	Goldstar 505 523 545 566 573 627 653 654 655 658 693 720 730 761 897
Astar 594	Contec 682	Gradiente 540
Audiovox 528 565 620 623 624 657 662 682 778 832	Contec/Cony 541 655 657 658 662	Granada 627
Aventura 733	Craig 536 541 657 662 682 694	Grand 627
Axion 636	Crosley 761	Grunpy 534 657 682
Bang & Olufsen 514 665	Crown 536 656 657 682 761	Haier 515 843
Baycraft 536	CTX 804	Hallmark 627 654
Baysonic 682	Curtis Mathes 503 506 516 528 572 573 590 627 641 645 650 654 658 680 683 739 761 830 832	Harley Davidson 756
Belcor 627 773	CXC 541 657 662 682	Harman/Kardon 561 627 761
Bell & Howell 590 675 683	Cytron 903 904	Harvard 657 682
Benq 511 535	Daewoo 505 524 528 530 531 573 627 630 653 654 658 664 684 719 727 778 816 832	Havermy 572 739
Bradford 657 682	Daytron 627 654 658	Helios 901
Brilliant 558	Dell 518 676 772 773 774	Hello Kitty 528 832
	Denon 786	Hewlett Packard 712 911
	DiamondVision 546 643 659	Hinari 534
	Dimensia 503 645 830	<i>Table continued on next page</i>
	Dixi 566 620 761 897	
	Dumont 501 627 711 813	

Remote Control Device Codes

Hisense 759	Marantz 506 566 573 604 627 654 656 761 897	879 880 881 882 883 884 885 886 889 890 895 896 897 900
Hitachi 523 549 554 585 627 638 654 655 658 756 786 788 789 790 791	Matsushita 689	Panavision 734 811
HP 599 712 721 911	Maxent 507 581	Penney 503 505 506 508 516 525 543 595 627 631 645 650 653 654 658 661 680 690 728 730 744 771 802 830 857
Hyundai 695	Media Center 721	Philco 505 506 525 532 536 568 573 627 651 653 654 655 656 658 723 724 761
iLo 559 596 625	Megapower 804	Philips 525 527 548 550 563 566 621 625 627 651 655 656 658 690 723 724 747 761 770 782 824 825 826 827 828 839 887 888 891 892 893 894 897
IMA 657	Megatron 627 654	Philips Magnavox 527 550 761 782 826 827 828
Infinity 566 656 761 897	MEI 698	Pilot 627 658
InFocus 616	Memorex 529 590 627 648 653 654 675 683 834	Pioneer 547 576 627 637 654
Initial 625	MGA 504 505 506 542 571 573 627 653 654 661 728	PlasmSync 610
Insignia 538 539 751	Midland 501 508 645 650 658 711 730 813	Polaroid 591 627 669 670 671 678 744 745 751 766 773 814
Inteq 501 711 813	Mintek 625	Portland 505 573 627 653 654 658 727 778
Janeil 840	Minutz 857	Price Club 680
JBL 566 656 761 897	Mitsubishi 504 505 542 570 571 572 573 613 614 627 653 654 725 728 739 787 799	Prima 653 673 674 842 912
JC Penney see Penney	Mitsui 769	Princeton 562 804
JCB 652 795 797 798 807	Monivision 692 804	Prism 508
Jensen 502 537 556 573 627 653 654 842 912	Montgomery Wards see Wards	Proscan 503 645 650 742 749 830
JVC 508 557 642 649 655 658 713 714 715 735 736 737 812 817	Motorola 521 572 651 739 835	Proton 513 519 536 585 627 654 655 658
Kawasho 561 573 627 652 654 795 807	MTC 505 506 516 523 573 627 653 654 680	Prottron 589
Kaypani 519	Multitech 657 682	Proview 902
KEC 682	Multivision 810	Pulsar 501 627 711 813
Kenwood 506 573 627 654 716	NAD 595 627 631 635 637 654 744 771 802	Quasar 508 509 651 689 700 784 860 861 862 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 889 890 895 896
KLH 595 744 745 802	National 509	Radio Shack 503 541 590 607 627 645 650 654 655 657 658 662 682 683 730 756 830
Kloss 561 627	NEC 505 506 517 523 573 608 627 651 653 654 731 732 904	RCA 503 505 522 627 630 636 641 645 650 651 653 654 661 742 749 776 779 805 830 831 863 864 902
Kloss Novabeam 657 723 724 840	Net-TV 507 586 609 801	Realistic 503 590 607 627 645 654 655 657 658 682 683 730 830
Konka 510	Nikkai 613	Rhapsody 701
KTV 541 573 627 657 658 662 682	Nikko 627 654 727 778	Runco 501 627 711 813
LG 553 627 653 654 693 718 766 773 804	Norcent 579	Sampo 506 507 519 627 654 658 730 746 753 763
Lloyd's 627 756	Normandic 717	
Lloytron 658	Noshi 681	
Loewe 566 656 761 897	Novabeam 561 627	
Logik 675	NTC 727 778	
Luce 699	Nyon 627	
Luxman 523 627 654	Olevia 564 578 580 910	
LXI 503 566 590 595 627 631 635 645 650 654 656 683 744 761 771 802 830 897	Onwa 541 657 662 682	
M. Wards see Wards	Optimus 590 637 689	
Magnasonic 573 664	Optonica 521 572 607 739 835	
Magnavox 506 520 525 536 550 560 566 567 568 573 625 627 646 654 656 723 724 756 761 762 777 818 827 828 829 838 839 887 888 891 892 893 894 897	Orion 694 726 834 899	
Magnin 661	Osaki 687	
Majestic 675	Panasonic 508 509 512 566 577 619 634 644 647 651 656 662 685 689 700 729 734 761 765 780 784 811 819 820 821 822 823 860 861 862 867 868 869 870 871 872 873 874 875 876 877 878	

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Reference

Remote Control Device Codes

Samsung 505 506 516 523 566 573
601 627 653 654 655 658 680 707 717
730 738 755 761 794 833 858 897
Samsux 702
Samwon 620
Sansei 697
Sansui 726 754 756 834 899 908
Sanyo 590 611 627 661 683
SBR 566 761 897
Sceptre 677
Schneider 566 761 897
Scimitsu 773
Scotch 627 654
Scott 534 541 627 654 655 657 658
662 682
Sears 503 523 534 542 558 590 595
627 631 635 645 650 654 658 683 733
744 756 761 771 802 830 841 846
Seimitsu 627
Semivox 682
Semp 595 771
Sharp 521 572 585 605 607 627 628
629 654 655 658 663 739 740 803 835
836 898
Sharper Image 703
Sheng Chia 572 739
Shogun 627
Signature 675
Silver 573
Simpson 525
Solavox 613
Sony 500 640 652 756 758 781 783 795
796 797 798 806 807 837 844 845
Soundesign 525 534 536 541 627 654
657 662 682
Spectricon 520 620 627
Squareview 694 733 841 846
SSS 505 541 573 627 657 662 682
Starlite 657 682
Studio Experience 692
Superscan 572 646 739 741 767 777
Supra 523 627
Supre-Macy 840
Supreme 652 795 797 798 807
Susumu 687
SVA 515 901 905
Sylvania 506 525 536 566 568 569 573
618 627 646 654 656 672 679 723 724
733 756 761 764 777 897
Symphonic 632 657 662 679 682 694
733 756 841 846

Syntax 564
Syntax-Brilliant 558 564
Tandy 521 572 739 835
Tatung 509 588 651
Technics 508 689
Technol ACE 534
Techview 590 683
Techwood 508 523 573 627 654
Teco 704
Teknika 504 505 512 516 523 524 525
534 536 541 573 627 644 653 654 655
657 658 662 675 680 682 685 727 761
778
Telecaption 688
Telefunken 794
Tera 513
Thomas 627 756
Thompson 709
Thomson 705
TMK 523 573 627 654
TNCi 501 711 813
Toshiba 516 526 590 595 617 622 631
635 666 680 683 688 744 750 754 755
768 771 785 793 800 802 847 848 849
850 851 852 854 855 865 866 908 909
Tosonic 698
Totevision 658
Toyomenko 627
Trical 706
Trutech 584
TVS 834
Universal 543 690 857
Universum 687
V Inc. 562 575
Vector Research 506 627
Victor 557
Video Concepts 570
Vidikron 761
Vidtech 505 573 627 653 654
Viewsonic 507 551 562 575 583 600
606 760 796
Viking 840
Viore 907
Vizio 511 535 562 575 593 598 773
Wards 500 503 505 506 534 536 543
567 568 573 595 607 627 645 653 654
656 675 690 723 724 761 795 802 807
830 857
Waycon 595 744 771 802
Westinghouse 528 562 574 575 795
797 798 807 809 832 856

White Westinghouse 528 816 832 834
Yamaha 505 506 573 627 653 654
York 627
Zenith 501 553 555 615 627 639 675
693 711 748 752 756 766 773 775 778
813 834 853 899
Zonda 620 804

VCR Codes

In most cases, use these codes to program in DVD mode.

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

ABS 792
Adventura 588 594
Aiwa 501 588 594 676 678
Akai 513 518 568 682 772
Alienware 792
American High 554
Americast 917
Apex 517
ASA 556 801
Asha 675
Audio Dynamics 592
Audiovox 676 678
Bang & Olufsen 537 794
Beaumarck 675
Bell & Howell 581
Broksonic 511 515 516 525 559
Calix 676 678
Candle 534 592 594 675 676 678
Candle/Citizen 675 676
Canon 554
CineVision 529
Citizen 534 536 591 592 594 678
ColorTyme 592
Colt 535
Craig 591 676 678 789
Curtis Mathes 554 585 592 594 605
607 649
Cybernex 675
Cyberpower 792
Daewoo 534 536 559 588 796
Davidson 594
DBX 592
Dell 792
DiamondVision 532
Dimensia 585 607 649
Table continued on next page

Remote Control Device Codes

DIRECTV 649	Magnavox 533 554 556 594 797 798 801 803 804	Radio Shack 512 554 581 588 594 676 678 789
Dumont 549	Magnin 675 676 678	Radix 676 678
Durabrand 533	Marantz 554 556 581 585 592 594 801	Randex 676 678
Dynatech 588 594	Marta 676 678	RCA 518 528 541 554 585 591 595 605 607 649 675 773 774 775 776
Electrohome 512 676 678	Matsushita 554	Realistic 534 549 554 581 585 588 594 676 678 789
Electroponic 676 678	Media Center PC/Microsoft 792	Ricavision 792
Emerson 508 512 518 534 536 554 559 568 588 594 676 678 798 804	MEI 554	Ricoh 791
ESA 502	Memorex 515 516 533 549 550 554 581 585 588 594 676 678 786 789	Runco 533
Finlandia 549	MGA 512 567 568 675	Salora 567
Finlux 549 556 801	MGN Technology 675	Samsung 506 524 534 591 755 807
Fisher 549 581 789	Microsoft 792	Sanky 533
Fuji 554 772	Midland 591	Sansui 515 516 544 550 562 594 682
Funai 588 594 804	Mind 792	Sanyo 549 581 675 789
Garrard 588 594	Minolta 595 776	SBR 556 801
Gateway 792	Mitsubishi 512 562 567 568 595 607 776	Scott 534 559
General Electric 541 554 585 591 605 607 649 675	Montgomery Wards see Wards	Sears 549 554 581 594 595 676 678 776 789
Go Video 522 524	Motorola 554	Sharp 512 585 607 918
Goldstar 592 594 676 678	MTC 544 594	Shintom 595 772
Goodmans 585	Multitech 588 591 594	Shogun 675
Gradiente 588 594	NEC 562 581 592 594 682	Singer 554 791
Granada 549	Nikko 676 678	Sony 500 594 768 772 778 790 791 792 919
Grundig 556 801	Niveus Media 792	Stack 792
Harley Davidson 588 594	Noblex 675	Stack 9 792
Harman/Kardon 568 592	Northgate 792	STS 554
Headquarter 581	Olympus 554	Superscan 531 798 804
Hewlett Packard/HP 792	Optimus 676 678 786	Sylvania 519 554 556 567 588 594 756 798 801 804
Hi-Q 789	Optonica 585	Symphonic 588 594 804
Hitachi 514 539 540 594 595 682 776	Orion 550	Systemax 792
Howard Computers 792	Panasonic 554 614 628 770 777 780 781 782 783 784 786 787 788 799 809 810	Tagar Systems 792
Hush 792	Penney 554 581 591 592 595 675 676 678 776	Tandy 581
iBuyPower 792	Pentax 595 776	Tashiko 676 678
Insignia 507	Pentex Research 592 594	Tatung 682
Instant Replay 554	Philco 554	Teac 588 594 682
ITT 675	Philips 554 556 585 801 803 804	Technics 554
JC Penney see Penney	Philips Magnavox 801	Teknika 554 588 594 676 678
JCL 554	Pilot 676 678	Thomas 594
Jensen 595 682 776	Pioneer 562 776	TMK 675
JVC 503 504 523 526 527 545 561 562 581 592 594 682 795	Polaroid 517 530	Toshiba 534 538 542 543 567 769 776 783 792
KEC 676 678	Presidian 804	Totevision 591 676 678
Kenwood 562 581 592 594 682	Proscan 585 605 607 649	Touch 792
Kodak 554 676 678	Pulsar 533	UltimateTV 649
LG 507 676 678	Quarter 581	Unitech 675
Linksys 792	Quartz 581	Vector Research 534 592
Lloyd's 588 594	Quasar 554 770 771 786 806	
Luxor 567		
LXI 676 678		
M. Wards see Wards		
Magnasonic 536		

Table continued on next page

Reference

Remote Control Device Codes

Victor 561 562
Video Concepts 534 568 592
Videomagic 676 678
Videosonic 591
Viewsonic 792
Villain 594
Voodoo 792
Wards 512 534 554 585 588 591 594
595 676 678 776 789
White Westinghouse 588
XR-1000 554 588 594
Yamaha 581 592 594 682
Zenith 500 507 533 594 772 779 791
ZT Group 792

Tuner/Amplifier Codes

This table contains the manufacturer codes for programming the remote control to operate your tuner/amplifier. If your equipment brand is not listed or if the codes do not work, the remote may not control your equipment. In some cases, codes may operate some, but not all, buttons shown in this guide.

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

Accuphase 690
Acoustic Research 703 853
Acurus 691
ADC 652
Adcom 644 673
Admiral 747
ADS 748
Aiwa 636 667 681 685 718 720 725
730 839
Akai 740
Alco 659
Alpine 749
Altec Lansing 738
AMC 855
Amphion Media Works 660
Amplifier Technologies 710
AMW 660
Anam 653
Angstrom 692
Anthem 750
Apex 812

Aragon 691
Arcam 726
Atlantic Technology 712
Audio Research 751
Audio Source 693
Audiotronic 685
Audiovox 659 826
B&K 752
Bang & Olufsen 676
Bel Canto Design 694
Biamp 695
Blaupunkt 854
BOSE 639 656 761
Boston Acoustics 713
Brix 744
Brumester 647
California Audio Labs 686
Cambridge SoundWorks 831
Capetronic 652
Carver 685 725
Cary Audio Design 689
Casio 717
CCE 802
Chase Technologies 687
Cinema Sound 696
Clarinette 717
Clarion 753
Classe 697
Classic 819
Coby 811
Counterpoint 754
Craig 856
Creative 723
Criterion 734
Crown 857
Curtis 815
Curtis Mathes 772
Daewoo 727
Dell 729
Delphi 755
Denon 669 670 680 759 760 762 809
Digital Audio Control 688
Durabrand 698
Dynalab 858
EAD 756
Eclipse 665
Elan 699
Emerson 820
ESA 757
Fisher 850
Fosgate 700

Garrard 851
Gateway 743
General Electric 638
Glory Horse 728
Go Video 742
Goldstar 814
GPX 834
Gradiente 682
Halfer 758
Harman/Kardon 640 685 725
Hitachi 850
Honyas 770
iLive 835
Initial 735
Inkel 714
Insignia 825
Integra 650
Jamo 837
JBL 642
JC Penney see **Penney**
Jensen 775
JVC 637 663 786 827 848
Kenwood 658 662 668 774 795 828
829 830 840
KLH 659
Knoll Systems 701
Koss 739
Lasonic 746
Left Coast 640
Lennox 736
Lexicon 724
LG 836
Linn 685 725
Liquid Video 739
Lloyds 717
Logitech 702
Luxman 704
LXI 716
M. Wards see **Wards**
Magnadyne 776
Magnavox 652 654 685 725
Marantz 640 645 685 725 764
Mark Levinson 705
McIntosh 706
MCS 719
Memorex 777
Midland 707
Mitsubishi 859
Modulaire 717
Motorola 737

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Remote Control Device Codes

NAD 648
Nakamichi 649
NEC 641
Nexxtech 711
Nikko 708
Niro 779
Norcent 731
Nova 780
Omnifi 745
Onkyo 671 785 788 790 791 838
Optimus 635 652 653 772 845
Oritron 739
Panasonic 643 677 678 783 797 799
 808 810 817 818 821
Parasound 647
Penney 717
Philco 781
Philips 640 685 725
Philips Magnavox 860
Pioneer 635 652 664 666 767 772 806
 813 844 845
Polaroid 679
Polk Audio 640 645 685 764
Proscan 703 853
Proton 654
Pyle 782
Quasar 799
Radio Shack 717 728
RCA 635 652 653 659 675 703 772 842
 845 852 853
RCA & Dimensia 703 853
Realistic 717
Regent 736
Rio 661
Rotel 674
Saba 741
Samsung 807
Sansui 685 725
Sanyo 824 850
Schneider 787
Scientific Atlanta 721
Scott 715
Sharp 832
Sharper Image 728
Sherwood 833
Shinsonic 789
Shure 641
Sonic Blue 661
Sony 683 730 765 766 769 771 773 778
 784 793 794 803 846
Soundesign 638

Soundmatters 763
Soundstream 709
Stereophonics 635 845
STS 792
Sunfire 658 840
Symphonic 747
TAG McLaren 796
Teac 653 659
Technics 643 672 768 804 805 808
Techwood 798
Thomson 800
Thorens 685
Toshiba 822
Vector Research 801
Venturer 659
Victor 637 827
Wards 635 638 685 725
Yamaha 646 650 651 655 657 663 684
 732 733 786 823 841 847 848 849
Yorx 717
Zenith 814

DVD Player Codes

This table contains the manufacturer codes for programming the remote control to operate your DVD Player. If your equipment brand is not listed or if the codes do not work, the remote may not control your equipment. In some cases, codes may operate some, but not all, buttons shown in this guide.

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

Accurian 602
Advent 572
Aiwa 694
Akai 656 752 815
Alco 765
Allegro 683
Alpine 653
Amphion MediaWorks 586
AMW 586
Anaba 687
Anam 688
Apex 654 655 744 757 835 839 851
Apple 642
Archos 885
Arrgo 833

Aspire 558
Astar 612
Audiologic 698
Audiovox 580 630 765 826 837
Axion 867
B&K 701
Bang & Olufsen 569 580
Bel Canto Design 719
Blaupunkt 835
Blue Parade 719
BOSE 758 811
BOSS 576
Broksonic 656 752 815
California Audio Labs 699 716
Cambridge SoundWorks 870
CAVS 708
CineVision 626
Clarion 696
Classic 695 826 882
Coby 557 634
Criterion 712
Curtis 685
Curtis Mathes 684
CyberHome 833
Cytron 904
Daewoo 626 657 859
Denon 578 697 699 700 716 737 892
Desay 598
DiamondVision 637 641
Disney 617
Dual 871
Durabrand 826
DVD2000 699 716
Eclipse 574
Eltax 685
Emerson 570 617 658
Enterprise 824
ESA 570 587
Fahrenheit 713
Fisher 659
Flex Vision 717
Fun TV 718
Funai 570 617 658 829
Gateway 610
General Electric 702 703 720 749 816
 835
Go Video 610 692 693 822 826
Goldstar 611 673 824
GPX 704 826 882
Gradiente 699 716
Table continued on next page

Reference

Remote Control Device Codes

Greenhill 835	Microsoft 703 720 749 816	Sherwood 870
Grundig 565 577	Mintek 710 835	Shinco 589
Harman/Kardon 715	Mitsubishi 767	Shinsonic 731
Hitachi 606 660 668 705 706 707 823 860	Momitsu 748	Sigma Designs 760
Hiteker 654 655 744	NAD 673 824	SonicBlue 683
Honda 721	Nakamichi 596	Sony 582 613 618 632 670 671 729 730 731 817 818 827 830 831 832 836 838 843 846 847 858 868 883 884 902
Honyas 726	Nesa 835	Sungale 597
iLive 856	Next Base 680	Superscan 570
iLo 837	Nexxtech 599	SVA 800
Ingelen 876	Niro 750	Sylvania 570 617 619 631 639 645 658 764 829
Initial 835	Nissoho Iwai 718	Symphonic 617 658
Insignia 570 673 824 871	Norcent 634 711	Teac 732 765
Integra 551 779	Onkyo 551 672	Technics 699 716 733
Irradio 608	Oppo 566	Technosonic 886
Jamo 728	Optiview 687	Techwood 664
Jaton 738	Oritron 564 723	Terapin 887
JBL 715	Panasonic 624 627 638 662 663 672 699 714 716 734 737 813 840 841 855	Theta Digital 719
Jeken 878	Philco 686	TiVo 888
Jensen 557	Philips 565 572 577 617 672 764 766 873 874	Toshiba 575 583 584 646 648 656 672 735 736 814 815 819 825 828 834 893 894
JMB 656 815	Pioneer 665 719 812 877 879 880	Tredex 889
JVC 553 603 604 620 621 622 623 625 689 850 861 862 863 872 898	Polaroid 586 617 635 636 640 647 651 677 851	Trutech 833
Jwin 742	Polk Audio 565 577	TView 687
Karcher 864	Portland 751	Urban Concepts 672
Kawasaki 765	Presidian 617	US Logic 681
Kendo 848	Prima 759	Venturer 765
Kenwood 579 699 700 716 737	Princeton 760	Vizio 897
KLH 765 835	Proceed 654 655 744	Vocopro 890
Konka 753	Proscan 703 720 749 816	Westinghouse 629
Koss 564 723 745 873	Provision 761	Xbox 703 720 749 816
Lasonic 593	Pye 674	Xwave 891
Lenox 560 826	Qwestar 723	Yamaha 565 577 699 716 737 739 853
Lexia 857	RCA 616 666 690 703 719 720 749 765 816 835 842 901	Zenith 611 672 673 824
Lexicon 743	Regent 560	
LG 615 673 824 899	Rio 683	
Lifetec 634	Rotel 553 850 861	
Limit 857	Rowa 555	
Liquid Video 564	Saba 762	
LiteOn 602 610	Sampo 724	
Loewe 746	Samsung 571 606 643 644 652 667 668 691 699 716 740 741 805 820 821 844 845 849 866 869 875 881 895 896 900	
LogicLab 857	Sansui 656 725 754 815	
Logix 852	Sanyo 609 656 659 815	
Lumatron 673 824	Sensory Science 610	
Luxman 844	Sharp 573 617 669 727 865 903	
Luxor 848	Sharper Image 763	
Magnavox 565 570 577 601 617 650 658 661 672 674 679 854		
Malata 747		
Marantz 565 577		
Memorex 656 658 709 815		

Remote Control Device Codes

DVR Codes

This table contains the manufacturer codes for programming the remote control to operate your DVR. If your equipment brand is not listed or if the codes do not work, the remote may not control your equipment. In some cases, codes may operate some, but not all, buttons shown in this guide.

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

ABS 792
Alienware 792
Americast 917
Bang & Olufsen 794
BellSouth 917
CyberPower 792
Dell 792
Director 913
DIRECTV 521 910 911 916
Gateway 792
General Instrument 913
GOI 722
Hewlett Packard 792
HNS 521
Howard Computers 792
HP 792
HTS 722
Hughes Network Systems 521 910
Humax 910
Hush 792
iBUYPOWER 792
Jerrold 913
JVC 722
Linksys 792
Media Center PC 792
Microsoft 792
Mind 792
Motorola 913
Niveus Media 792
Northgate 792
Pace 914
Panasonic 907
Philips 521 548 906 910
Pioneer 914
Proscan 916
RCA 521 911 916
ReplayTV 907 912
Samsung 521

Scientific Atlanta 914
Sharp 573
Sonic Blue 907
Sony 510 792 905 908 909
Stack 9 792
Supercable 915
Systemax 792
Tagar Systems 792
TiVo 510 520 548 905 906 908 909 910
 911
Toshiba 792
Touch 792
UltimateTV 916
Viewsonic 792
Voodoo 792
Zenith 917
ZT Group 792

TV/DVD Combo Codes

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

	TV Code	DVD Code
Apex	757	757
Audiovox	624	630
Axion	636	867
Broksonic	750	752
Cytron	904	904
Magnavox	838	679
	839	650
Panasonic	811	734
Polaroid	671	647
	678	677
	745	635
RCA	830	749
	830	816
	830	703
Sansui	754	754
Sharp	605	573
	898	573
Sylvania	672	645
	764	764
	777	639
	733	764
Toshiba	622	815
	750	815
	800	646
	865	814
	866	815
	908	815

TV/VCR Combo Codes

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

	TV	VCR
Aiwa	667	501
Bang & Olufsen	665	537
Colt	660	535
GE	661	675
Magnin	661	675
MGA	661	675
Magnavox	887	797
	888	797
Panasonic	765	799
Penney	661	675
Philips	887	801
Quasar	860	770
	860	771
	860	806
	868	770
	870	770
RCA	503	649
	661	675
	749	775
	830	649
Samsung	755	807
Sanyo	661	675
Sylvania	756	519

DVD/VCR Combo Codes

Note: Program the remote control in DVD mode using one of the listed DVD codes, and then in AUX mode, first pressing 1 and then using the listed VCR code.

	DVD Code	VCR Code
GoVideo	693	522
	822	524
Panasonic	734	780
	734	777
RCA	690	528
Sansui	815	515
Sony	817	778

Reference

Remote Control Device Codes

TV/DVD/Tuner Codes

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

	TV	DVD	Tuner
Panasonic	811	734	678

TV/DVD/VCR Codes

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

	TV	DVD	VCR
DiamondVision	659	532	641



Appendix

- **LIMITED WARRANTY**
- **RESIDENTIAL CUSTOMER AGREEMENT**
- **FCC COMPLIANCE**

Appendix

Limited Warranty

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 re-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.

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 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, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network 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 Network or your local retailer.

Appendix

Residential Customer Agreement

RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit www.dishnetwork.com or call us at 1-800-894-9131 and we will send you a copy. Para ver este acuerdo en español por favor visite www.dishnetwork.com o llame al 1-800-894-9131 y le enviaremos una copia.

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year:

Phone: 1 (800) 894-9131
Email: care@dishnetwork.com
Mail: DISH NETWORK CUSTOMER SERVICE CENTER
P.O. BOX 9033
LITTLETON, CO 80160
Website: www.dishnetwork.com

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the promotion(s) under which you are receiving services and/or equipment from DISH Network (each, a "Promotion Agreement"): (i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network", "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 PROMOTION 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 Promotion Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages, or we may charge you a Service Access Fee (as detailed in Section 2(D)): DishFAMILY, DishMEXICO, TurboHD Bronze or a higher version of such packages; a Chinese, Greek, Russian, Polish, Urdu, Arabic, Portuguese, or Hindi language programming package; a combination of Locals Only and one of TV Globo/Record Package, TV Globo a la carte, Israeli Platinum Package, Panorama Italiano, TV Japan, Polish Premium Pack, Bangla Mega Pack, Punjabi Pack, Telugu Pack, Pinoy Mega Pack, German Language Plus Package, or RTVI/RTVI+ Package; or any of their successor packages. We may change such minimum programming requirements at any time.

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, Horse Racing Television (HRTV). 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 Promotion Agreement(s), you may change your programming selection at any time by notifying us. A Transaction Fee (as detailed in Section 2(D)) may apply to such programming changes, unless you are receiving Services and/or Equipment (as defined in Section 4(A)) pursuant to a Promotion 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 1-877-DISH-PPV (3474-778) and using our automated system, or speaking with a live operator at one of our customer service centers; in either case, a fee will apply as detailed in Section 2(D). Pre-Pay Promotion customers may only order pay-per-view Services by calling 1-877-DISH-PPV (3473-778).

Residential Customer Agreement

G. Accessing the Internet Through Your Receiver. Some of our receivers can be used to access websites and information on the Internet. Neither DISH Network nor EchoStar Technologies L.L.C. (“EchoStar”) has any control over such websites and information, and neither we nor EchoStar 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 and/or EchoStar may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We and/or EchoStar 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 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.

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 Section 2(D)) 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 set forth in Section 2(D).

C. Alterations to Payment Terms. If you pay 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.

D. Fees. In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Promotion Agreement, you agree to pay the fees listed below (“Fees”) if and when applicable. DISH Network may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain monthly 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.

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Monthly Fees		
Type of Fee	Amount	Description of When Fee Applies
Additional Receiver Fee	\$7.00	You have more than 1 receiver on your account. Per additional high definition (HD) receiver.
	\$5.00	You have more than 1 receiver on your account. Per additional standard definition (SD) receiver.
Alaska Dish 500AK Upgrade Fee	\$4.99	You receive Services in Alaska.
DishHOME Protection Plan	\$5.99	You participate in the DishHOME Protection Plan.
DISH Pause	\$5.00	You are eligible for and participate in DISH Pause.
DVR Service Fee	\$5.98	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package.
Hawaii Dish 500H Upgrade Fee	\$4.99	You receive Services in Hawaii.
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 home network.
Service Access Fee	\$6.00	You do not subscribe to applicable required minimum programming.

Transactional Fees		
Type of Fee	Amount	Description of When Fee Applies
Check by Phone Fee	\$9.99	You make a personal check payment using our automated phone system or through our customer service center.
External Hard Drive Activation Fee	\$39.99	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	\$5.00	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).
Live Operator Payment Fee	\$5.00	You make a debit or credit card payment through a DISH Network customer service representative (unless you are receiving Services pursuant to a Pre-Pay Promotion).

Transactional Fees		
Type of Fee	Amount	Description of When Fee Applies
Mobile Fee	\$20.00	You would like the ability to order pay-per-view Services at any time without a phone line connected to your receiver. Charged annually.
Pay-Per-View Automated Fee	\$1.50	You use our automated telephone system to order DISH Network pay-per-view Services.
Pay-Per-View Live Operator Fee	\$5.00	You call one of our customer service centers to order DISH Network pay-per-view Services.
Restart Fee	\$25.00	We disconnect your Services for any reason and you wish to restart such Services (unless you are receiving Services pursuant to a Pre-Pay Promotion).
	\$5.00	If you are a Pre-Pay Promotion customer, we disconnect your Services for any reason, and you wish to restart such Services.
Returned Payment Fee	\$10.00	You make an EFT or check payment to DISH Network and it is subsequently returned.
Shipping and Handling Fee	\$14.95	DISH Network delivers hardware to you via regular delivery. (An additional \$10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.)
	\$5.95	DISH Network delivers a remote control to you via regular delivery. (An additional \$10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.)
	\$8.95	DISH Network delivers an accessory to you via regular delivery. (An additional \$7 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.)
	\$24.95	DISH Network delivers an item to you via overnight delivery (not available in Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands).
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 unauthorized tampering or modification.
Statement Request Fee	\$2.00	You request a copy of a previous billing statement.
Transaction Fee	\$5.00	You change your programming selection (but not regarding adult programming).
	\$10.00	Changes to your programming selection include adult programming.

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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 Restart Fee, a deposit equal to a minimum of two months' service charges (or in the case of a restart under a Pre-Pay Promotion, one month's 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.

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 Promotion 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 the Agreement. Please be aware that certain promotions 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 at any time without notifying you 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 Promotion 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 Promotion 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 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 residence 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.

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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. **PVR/DVR.** DISH Network's personal video recorder/digital video recorder ("PVR/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 PVR/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 home network.

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 PVR/DVR products; store and remove data and content on the hard drives of PVR/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 Promotion 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.** Upon cancellation or disconnection of your Services, you must contact our customer service center or call the telephone number set forth in any applicable Promotion Agreement to schedule the return of your leased Equipment. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, you are responsible and must pay us certain charges as described in any applicable Promotion 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.

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6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notifying you. You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or your account has an outstanding balance.

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 INTERRUPTIONS 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. WARNING AGAINST PIRACY AND INFRINGEMENT

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.

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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.

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. 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 Promotion 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 Promotion 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.

Appendix

FCC Compliance

FCC COMPLIANCE

 The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *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 RJ-11 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 Network 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.

Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that:

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. 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.

Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your TV distribution equipment. There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters and amplifiers. You must be careful to meet certain FCC regulations with respect to the isolation between the antenna port and the network port of your system. It is recommended that you purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer.



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Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Remote Control Settings

	Remote Control
Remote Control Address (SAT Mode)	
TV Code (TV Mode)	
DVD or VCR Code (DVD Mode)	
Auxiliary Code (AUX Mode)	

TV Input/Channel Settings

	TV
TV Input/Channel	