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 **WARNING!** symbol means that if you are not careful, you could injure or kill yourself, or you could damage equipment or property.

The **ATTENTION!** symbol means you should pay special attention to:
- Important instructions for using the system,
- Important instructions for maintaining the system.

The **Class II** symbol alerts qualified service personnel to use only identical replacement parts in this apparatus.

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 DISH Player-DVR 942 receiver and software model DP942. This Guide may cover other devices, not listed here.

Copyright Notice

Copyright © 2005 EchoStar Technologies Corporation, Englewood, Colorado 80112. All rights reserved.
The information in this User Guide may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this User Guide to: Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112.

Part Number: 138414

Printed in the United States of America.

DISH Network is a registered trademark of EchoStar Satellite L.L.C. For information about DISH Network, please visit our website at www.dishnetwork.com.

We acknowledge all product names, trade names, or corporate names we mention in this User Guide to be the proprietary property of the registered owners.

Manufactured under license from Dolby Laboratories. “Dolby” and the double-D symbol are trademarks of Dolby Laboratories. Confidential unpublished works. © 1992-1997 Dolby Laboratories. All rights reserved.
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 **WARNING**! symbol means that if you are not careful,
You could injure or kill yourself, or
You could damage equipment or property.

The **ATTENTION**! symbol means you should pay special attention to:
Important instructions for using the system, or
Important instructions for maintaining the system.

The **Class II** symbol alerts qualified service personnel to use only identical replacement parts in this apparatus.

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 DISH Player-DVR 942 receiver and software model DP942. This Guide may cover other devices, not listed here.

Copyright Notice

Copyright © 2005 EchoStar Technologies Corporation, Englewood, Colorado 80112. All rights reserved.
The information in this User Guide may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this User Guide to: Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112.

Part Number: 138414

Printed in the United States of America.

DISH Network is a registered trademark of EchoStar Satellite L.L.C. For information about DISH Network, please visit our website at www.dishnetwork.com.

We acknowledge all product names, trade names, or corporate names we mention in this User Guide to be the proprietary property of the registered owners.

Manufactured under license from Dolby Laboratories. “Dolby” and the double-D symbol are trademarks of Dolby Laboratories. Confidential unpublished works. © 1992-1997 Dolby Laboratories. All rights reserved.
## Table of Contents

Important Safety Precautions      v

1 Introduction

WELCOME                         2
HOW TO USE THIS GUIDE           2
ABOUT YOUR DISH NETWORK ACCOUNT 4
WATCHING TV NOW                 5
ADDITIONAL SERVICES             8
ABOUT SATELLITE TV RECEPTION    8
WHY CONNECT TO A PHONE LINE    10
MOVING ON-SCREEN LOGO          10

2 Satellite Receiver

SATELLITE RECEIVER OVERVIEW    12
DUAL AND SINGLE MODES         13
REMOTE CONTROL                16
SATELLITE RECEIVER FRONT PANEL 22
SATELLITE RECEIVER BACK PANEL 23
USING THE MENUS               25
USING TEXT FIELDS             27
3 Finding Programs to Watch

CHANGING CHANNELS 30
USING THE PROGRAM GUIDE 30
USING THE BROWSE BANNER 32
USING SEARCH TO FIND A PROGRAM 33
FINDING A PROGRAM BY ITS THEME 34
USING PICTURE-IN-PICTURE 35

4 Pay Per Programs

PAY-PER-VIEW 38
DISH ON DEMAND 39

5 Favorites Lists

WHAT ARE FAVORITES LISTS? 42
CREATING OR CHANGING FAVORITES LISTS 43
NAMING FAVORITES LISTS 44
USING FAVORITES LISTS 44

6 Locks

WHAT ARE LOCKS? 48
CREATING OR CHANGING A PASSWORD 48
LOCKING AND UNLOCKING YOUR RECEIVER 49
CREATING OR CHANGING RATINGS LOCKS 50
CREATING OR CHANGING CHANNEL LOCKS 51
LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS 52
HIDING ADULT CONTENT 52
LOCKING OR UNLOCKING THE FRONT PANEL 53
7 Interactive TV

DISH HOME INTERACTIVE TV 56
CUSTOMER SERVICE 56

8 Digital Video Recording

WHAT IS DVR? 58
PAUSING A PROGRAM 58
REVERSING, FAST FORWARDING, AND SKIPPING 59
SLOW MOTION AND FRAME-BY-FRAME 59
RECORDING A LIVE PROGRAM 60
PLAYING A RECORDED PROGRAM 60
RECORDING WHILE WATCHING DIFFERENT PROGRAMS 61
RECORDING OPTIONS 64
POCKETDISH 65

9 Recording Future Programs

TIMERS AND RECORDINGS 68
USING THE TIMERS LIST 71
USING THE DAILY SCHEDULE 71
SETTING UP AN AUTOMATIC TIMER 72
SETTING UP A MANUAL TIMER 73
SETTING UP A DISH PASS™ TIMER 74
DELETING A TIMER 75

10 Remote Controls

IMPROVING RECEIVER CONTROL 78
CONTROLLING OTHER COMPONENTS 81
THE RECOVER BUTTON 90
table of contents

11 Receiver Customization

**USING SHARED VIEW**  96
**USING CALLER ID**  96
**CHANGING LANGUAGES**  98
**USING CLOSED CAPTIONING**  99
**USING DOLBY® SURROUND SOUND**  100
**CHANGING THE PROGRAM GUIDE ORDER**  102
**CHANGING THE GUIDE DISPLAY**  102
**RESET TO FACTORY DEFAULTS**  103
**SCHEDULING RECEIVER UPDATES**  103

12 Connections and Setup

**CONNECTING TO THE NEARBY HDTV (TV1)**  106
**CONNECTING TO THE REMOTE TVS (TV2)**  109
**CONNECTING TO YOUR DISH ANTENNA**  112
**CONNECTING THE PHONE LINE**  113
**CONNECTING A VCR TO THE REMOTE TV**  115
**CONNECTING OFF-AIR ANTENNA/CABLE TV**  116
**USING TROUBLESHOOTING TOOLS**  121

Reference

**TROUBLESHOOTING TABLES**  124
**REMOTE CONTROL DEVICE CODES**  136

Appendix  141

Index  147
Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
Safety

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer’s attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.

- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.

Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Avoid excessive shock and vibration at all times as this can damage the hard drive.
- Unplug the receiver from the AC power outlet before cleaning.
- If you have the receiver turned on and need to move it, be sure to unplug the receiver and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- Do not place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.
This chapter introduces you to your DISH Network satellite TV receiver.

- **WELCOME**
- **HOW TO USE THIS GUIDE**
- **ABOUT YOUR DISH NETWORK ACCOUNT**
- **WATCHING TV NOW**
- **ADDITIONAL SERVICES**
- **ABOUT SATELLITE TV RECEPTION**
- **WHY CONNECT TO A PHONE LINE**
- **MOVING ON-SCREEN LOGO**
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 off-air) for record 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 VCR.

How to Use This Guide

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

Guide Overview

The information in this guide is separated into several chapters to make it easy for you to find exactly what you’re looking for:

• Chapter 1 - Introduction 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 controls, front panel buttons, and back panel connections.
• Chapter 3 - Finding Programs to Watch 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 - Locks explains how to set locks and passwords.
• Chapter 7 - Interactive TV describes how to use the dish home Interactive TV features of your satellite TV system.
• Chapter 8 - Digital Video Recording explains how to use the recording features of your satellite TV receiver to maximize your viewing pleasure.
• Chapter 9 - Recording Future Programs shows you how you can record and play back your favorite programs when you want to watch them.
• Chapter 10 - Remote Controls contains instructions for programming your remote to control your satellite receiver and equipment like a TV or VCR.
• Chapter 11 - Receiver Customization shows you how to customize your receiver.
• Chapter 12 - Connections and Setup explains how to connect your satellite receiver to your TV and equipment like a VCR.
Guide Conventions

• The names of remote control buttons are all uppercase.
  **Example**: Press SAT.

• *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.

• Where this guide mentions *nearby HDTV*, it refers to the HDTV near the receiver. The nearby HDTV receives TV1 menus and programming from the receiver’s TV1 outputs and is connected using short audio/video cables.

• Where this guide mentions *remote TV*, it refers to the cable-ready TV(s) located in rooms away from the receiver. The remote TV receives TV2 menus and programming from the receiver’s TV2 outputs through your in-home cable system.

• Where this guide mentions *remote control*, it refers to either Remote Control 1 when viewing a nearby HDTV or Remote Control 2 when viewing the remote TV(s). If a specific remote control must be used, this guide will refer directly to Remote Control 1 or Remote Control 2.

• The instructions in this guide are shown in 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.

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 Information menu on the nearby HDTV screen.
3. Call 1-800-333-DISH (3474) 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 Information 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/my account.
- Press MENU on your remote control to open the Main Menu and then select Customer Service.
- Call DISH Network by calling 1-800-333-DISH (3474).
**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**

This tour shows you how to change channels on your receiver. If you want to know more about watching TV, see Chapter 3 - Finding Programs to Watch starting on page 29.

**4 Ways to Find a Program**

1. **Program Guide**
   - Press GUIDE

2. **Arrow Buttons**
   - Press the Up or Down ARROW

3. **Number Pad**
   - Enter a channel number with the Number Buttons

4. **Browse Banner**
   - Press the RIGHT ARROW
   - Highlight a current program by pressing the Up or Down ARROW and press SELECT
Chapter 1

Watching TV Now

**Program Guide**

1. Press GUIDE to display the Program Guide.
2. Use UP and DOWN ARROWS to highlight a program that is on now. Press SELECT.

**Arrow Buttons**

1. While watching TV, use UP and DOWN ARROWS to change channels. Stop pressing the buttons any time you see something you’d like to watch.

**Number Pad**

1. While watching TV, use the NUMBER PAD to enter channel numbers.

**Browse Banner**

1. While watching TV, press BROWSE (RIGHT ARROW) to open the Browse Banner.
2. Use UP and DOWN ARROWS to change channels. Press SELECT to watch a program.

**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 or there’s something you just have to do right now. For more about the pause feature of your receiver, see *Pausing a Program* on page 58.

1. Find something to watch as described on page 5.
2. Press PAUSE. A status bar displays.
3. Press PLAY to continue watching your program from point you paused.
4. Press VIEW TV to go back to live TV programming.
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 starting on page 60.

1. Find something to watch as described on page 5 and press RECORD.
2. When the Record Remainder of This Event screen displays, select OK. The Record icon displays on your screen.
3. Watch the program for a few minutes, press STOP, and then select Yes.
4. Press DVR to display the DVR Events screen.
5. Select the program you just recorded. A screen displays that provides information about the program you’ve selected.
7. Press STOP when you’ve finished watching the recorded program.
8. Press VIEW TV to go back to live TV.
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. For details on ordering Pay-Per-View events, see page 38. Be sure to connect an active phone line to your receiver before you order a Pay-Per-View event (see the instructions on page 113).

DISH On Demand

DISH On Demand is an exciting feature that will be available with a future software upgrade.

dish home

At dish home (press DISH on your remote control), you’ll find news, sports scores, weather information, TV and movie buzz, customer service, games, and more.

PocketDISH

PocketDISH is an exciting feature that will be available with a future software upgrade. Connect a PocketDISH (sold separately) to your receiver to transfer your favorite recorded programs and take them wherever you go.

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.

Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits 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 satellite, 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

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 will be able to order pay-per-view programs using your remote control, use all of the dish home Interactive TV features, and other services from DISH Network (see the instructions on page 113).

MOVING ON-SCREEN LOGO

Whenever the receiver is turned off using the remote control or front panel POWER button, you will see the DISH Network logo moving around 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. Press POWER or SELECT on the remote control to resume watching satellite TV programming. Make sure you are using the correct remote for your TV-viewing location (see page 16 for details).

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 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? Refer to page 5. 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 watch those channels, call 1-800-333-DISH (3474) or go to www.dishnetwork.com.
• 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.
About Your Satellite Receiver

Satellite Receiver

This chapter gives you an overview and a description of your satellite receiver.

- **SATELLITE RECEIVER OVERVIEW**
- **DUAL AND SINGLE MODES**
- **REMOTE CONTROL**
- **SATELLITE RECEIVER FRONT PANEL**
- **SATELLITE RECEIVER BACK PANEL**
- **USING THE MENUS**
- **USING TEXT FIELDS**
SATELLITE RECEIVER OVERVIEW

This section gives you an overview of your DISH Network satellite TV receiver system.

Satellite Receiver

Use this dual-tuner satellite receiver to watch different programs in two locations:

- Nearby HDTV (TV1) - Programming from the receiver is delivered to the nearby HDTV using short audio/video cables.
- Remote TV(s) (TV2) - Programming from the receiver is delivered to the remote TV(s) using existing in-home coaxial cable.

Remote Controls

Two remote controls come with your receiver:

- Remote Control 1 - An Infrared (IR) remote to control programming for the nearby HDTV (TV1). This remote is labeled with a green number 1, which matches similar markings on the receiver output connections and the menus for the nearby HDTV.
- Remote Control 2 - An Ultra-High Frequency Pro (UHF Pro) remote to control programming to a remote TV (TV2). This remote is labeled with blue number 2, which matches the similar markings on the receiver output connections and the menus for the remote TV.
DUAL AND SINGLE MODES

Your satellite receiver includes two modes of operation: Dual and Single. These modes increase your entertainment options because you'll be able to choose how you watch and record your favorite programs.

Dual Mode

While in Dual Mode, you can use this dual-tuner satellite receiver to watch different programming in two separate locations:

- Nearby HDTV - Programming from the receiver is delivered to the HDTV near the receiver using short audio/video cables and is controlled using Remote Control 1. The HDTV is also referred to as "TV1."
- Remote TV - Programming from the receiver is delivered to a TV located in another room using existing in-home coaxial cable and is controlled using Remote Control 2. The video displayed on the remote TV is always in standard definition (SD). The Remote TV is also referred to as "TV2."

You can tell your receiver is in Dual Mode because the Dual front panel indicator will light and the menu and other screens will display Dual Mode (as shown below).
Single Mode

Single Mode provides dual-tuner receiver features—like Picture-in-Picture (PIP) and the ability to watch one live program while recording another—to all connected TVs.

Single Mode delivers the same programming to all of the TVs connected to the satellite receiver and allows this programming to be controlled by either remote control. The format of the programming shown on the remote TV(s) is in standard definition (SD) and high definition (HD) is shown only on the nearby HDTV. You can tell you are in Single Mode because the Single front panel indicator will light and the menus and other screens will display Single Mode (as shown below).
Switching Between Dual and Single Mode

Put the satellite receiver in Single or Dual Mode by pressing the front panel MODE button. Keep the following items in mind when switching the satellite receiver between Dual and Single Mode:

<table>
<thead>
<tr>
<th></th>
<th>Dual Mode</th>
<th>Single Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indications</strong></td>
<td>Dual Mode front panel indicator lights.</td>
<td>Single Mode front panel indicator lights.</td>
</tr>
<tr>
<td><strong>Recording</strong></td>
<td>The Recording front panel indicator lights to show whether TV1, TV2, or both are currently recording.</td>
<td>The TV1 Recording front panel indicator lights when you are recording from one or both tuners.</td>
</tr>
<tr>
<td><strong>Favorites Lists</strong></td>
<td>Favorites Lists set up for both outputs (TV1 and TV2) are available.</td>
<td>Only Favorites Lists set up for TV1 are available. The lists for TV2 are not lost, they are simply unavailable in Single Mode.</td>
</tr>
<tr>
<td><strong>Locks</strong></td>
<td>Locks set up for both outputs (TV1 and TV2) are available.</td>
<td>Locks set up for only TV1 are available. The locks for TV2 are not lost, they are simply unavailable in Single Mode.</td>
</tr>
</tbody>
</table>

**Note:** If someone is using the TV2 outputs in Dual Mode, you will see a popup on the nearby TV warning you that you are about to disrupt the use of the TV2 outputs.
The two remote controls give you access to all the features of your satellite receiver. You can set up each remote to control the satellite receiver and up to three other devices (see page 81). These devices can be a TV, a VCR or DVD player, and a third device.

This section describes how to use the various features on the two types of remote controls that were delivered with your satellite TV system.

Types of Remote Controls

Remote Control 1 uses infrared (IR) signals to:
- Control TV1 menus for the nearby HDTV in Dual Mode.
- Control the satellite receiver in Single Mode.

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 1 uses IR signals to control both the receiver and other devices that the remote is programmed to control.

This remote control is identified by the green number 1 at the bottom of the remote control.

Remote Control 2 uses UHF Pro signals to:
- Control TV2 menus for the remote TVs in Dual Mode.
- Control the satellite receiver in Single Mode.

UHF Pro signals travel long distances and go through walls and other solid objects.

To use Remote Control 2 to control the receiver, you must attach the UHF antenna to the receiver back panel (see page 17).

Remote Control 2 uses IR signals to control other devices that the remote is programmed to control. You must point the remote control directly at these devices, with no objects blocking the line of sight.

This remote control is identified by the blue number 2 at the bottom of the remote control.
Remote Control Batteries

The remote control comes with AAA batteries. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example, alkaline or carbon zinc. Don’t mix batteries of different kinds. 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 the new batteries in. Make sure you match the plus (+) ends with the plus markings on the battery case.
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.

Attach the Remote Antenna

Attach the UHF remote antenna to the receiver’s back panel Remote Antenna input so you can use your UHF Pro Remote Control 2. Without the UHF antenna, you cannot use the remote to control the receiver. See Adjusting the Remote Antenna on page 80 for more detailed information about improving the performance of your UHF Pro remote control.
Remote Control Buttons

1 Modes

The remote control’s MODE buttons are used to set the remote control to operate one of four devices: SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX (“auxiliary,” for a second TV, a VCR, a tuner, an audio amplifier, or a second satellite receiver). Press the button for the device you want the remote to control. The mode button lights for two seconds to show you’ve set the remote to that mode. Be sure to program the remote to control the other components as described on page 81.

2 Power

Press POWER to turn the receiver on or off.

3 TV Power

Press TV POWER to turn the TV on or off. Be sure to program the remote to control a TV to use this button. See Controlling Other Components on page 81.

4 Menu

Press MENU to open the Main Menu.

5 Mute

Press MUTE to turn off the TV sound. Press it again to restore the TV sound to the previous level. Be sure to program the remote to control a TV to use this button. See Controlling Other Components on page 81.

6 Page Up/Down

Press PAGE UP or PAGE DOWN to move, page by page, through the Program Guide, a Theme list, a Favorites List, an Event Timers list, a DVR Events list, or a list of channels.

7 Volume

Press VOLUME to raise and lower the volume of the TV. Be sure to program the remote to control a TV to use this button. See Controlling Other Components on page 81.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Press RECALL to go back to the last satellite receiver channel you were watching. Press it again to switch between the last two satellite receiver channels you were watching.</td>
</tr>
<tr>
<td>2</td>
<td>Press INFO for more information about a program you are watching, or when you have the Program Guide, Browse Banner, or Themes list open. This button also opens help screens, when help is available.</td>
</tr>
<tr>
<td>3</td>
<td>Press GUIDE to open the Program Guide. When the Program Guide is open, press GUIDE again to switch among your Favorites Lists.</td>
</tr>
</tbody>
</table>
| 4      | Press SELECT to select the option you highlight in a menu. Press the ARROWS (UP, DOWN, LEFT, RIGHT) to:  
  - Change channels while watching TV - Press UP or DOWN ARROW.  
  - Open the Browse Banner - Press RIGHT ARROW.  
  - Show Themes - Press LEFT ARROW.  
  - Move around within the Program Guide, menus, and Browse Banner - Press UP, DOWN, LEFT, and RIGHT ARROW.  
  - Delete - Press LEFT ARROW to delete characters while using screens with changeable inputs (for example, Search and Favorites). |
| 5      | Press CANCEL to cancel and go back to the previous menu or to watch a program. |
| 6      | Press VIEW TV to close all menus and go to watching a program. Press the VIEW TV to briefly display the Program Banner while watching a program. |
Remote Control

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Press DVR to open the DVR Events menu, which shows all of the DVR Events recorded on the receiver. Press DVR again to open the Daily Schedule (see Daily Schedule on page 69 for more information).</td>
</tr>
<tr>
<td>2</td>
<td>Press Skip Back to skip back about ten seconds in a recorded program. While in the Program Guide, press this button to move back 24 hours.</td>
</tr>
<tr>
<td>3</td>
<td>Press Back to reverse the program. Press this button again to reverse the program faster.</td>
</tr>
<tr>
<td>4</td>
<td>Press Stop to stop the playback or recording.</td>
</tr>
<tr>
<td>5</td>
<td>Press Record to record a program.</td>
</tr>
<tr>
<td>6</td>
<td>Press Skip Forward to skip ahead about 30 seconds in the program. While in the Program Guide, press this button to move ahead 24 hours.</td>
</tr>
<tr>
<td>7</td>
<td>Press Pause to pause the program. Press this button again to restart the program from where it paused.</td>
</tr>
<tr>
<td>8</td>
<td>Press Fwd to forward the program. Press this button again to forward the program faster.</td>
</tr>
<tr>
<td>9</td>
<td>Press Play to watch the program at normal speed.</td>
</tr>
</tbody>
</table>
### Satellite Receiver

**Remote Control**

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Press RECOVER if you accidentally change the channel or input on your TV or VCR (see page 91 to program and use RECOVER).</td>
</tr>
<tr>
<td>2</td>
<td>Use PIP open the PIP window. To make the PIP window larger, press this button again. Press it a third time, and the PIP window will close. This button is used only in Single Mode.</td>
</tr>
<tr>
<td>3</td>
<td>Press SWAP to switch the video in the main display with the video in the PIP window. This button is used only in Single Mode.</td>
</tr>
<tr>
<td>4</td>
<td>Press FORMAT/* to change the aspect ratio at the TV1 or TV2 screen. Press the button repeatedly to cycle through all of the available aspect ratios.</td>
</tr>
<tr>
<td>5</td>
<td>Press DISH to go to dish home Interactive TV for interactive games, news, weather, and more.</td>
</tr>
<tr>
<td>6</td>
<td>Use POSITION to move the PIP window to different positions on the screen. This button is used only in Single Mode.</td>
</tr>
<tr>
<td>7</td>
<td>Numbers Use the NUMBER PAD to change the channel or to select a menu option. Use the letters above the NUMBER PAD on the remote control while the highlight is in a field (for example, while using Search).</td>
</tr>
<tr>
<td>8</td>
<td>Press SEARCH/# to display the Search screen.</td>
</tr>
</tbody>
</table>
Chapter 2
Satellite Receiver Front Panel

**SATellite RECEIVER FRONT PANEL**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Behind this door is a slot for a future smart card. No smart card is included with this receiver.</td>
</tr>
<tr>
<td>2</td>
<td>The Mode lights indicate if the receiver is in Single or Dual mode (see page 13 for details).</td>
</tr>
<tr>
<td>3</td>
<td>The green TV1 light indicates that the receiver is providing programming to the nearby HDTV through the TV1 output connections. The red Record light indicates that the receiver is recording using TV1.</td>
</tr>
<tr>
<td>4</td>
<td>The blue TV2 light indicates that the receiver is providing programming to the remote TVs through the TV2 output connections. The red Record light indicates that the receiver is recording using TV2.</td>
</tr>
<tr>
<td>5</td>
<td>Use ARROWS to navigate and select TV1 menu items and to change satellite channels displayed on the nearby HDTV. Press SELECT to choose TV1 menu items.</td>
</tr>
<tr>
<td>6</td>
<td>Press INFO to display information about a TV1 program you are watching, or when you have the Program Guide, Browse Banner, or Themes list open.</td>
</tr>
<tr>
<td>7</td>
<td>Press POWER to turn the TV1 programming on or off to the nearby HDTV.</td>
</tr>
<tr>
<td>8</td>
<td>Press MENU to Display the TV1 Main Menu.</td>
</tr>
<tr>
<td>9</td>
<td>Press SYSTEM INFO to display the System Info screen on the nearby HDTV.</td>
</tr>
<tr>
<td>10</td>
<td>The Infrared (IR) Sensor receives IR signals from Remote Control 1.</td>
</tr>
<tr>
<td>11</td>
<td>The USB Port is reserved for future use. When available, connect your PocketDISH (sold separately) to this port.</td>
</tr>
<tr>
<td>12</td>
<td>Press MODE to switch between Single and Dual modes (see page 13 for details).</td>
</tr>
</tbody>
</table>
Satellite Receiver

Satellite Receiver Back Panel

**SATELLITE RECEIVER BACK PANEL**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Connect the UHF antenna to this port to receive UHF Pro signals from the Remote Control 2 so that it can control TV2 menus from another room. See page 17 for more information. The Remote Antenna port is color coded green.</td>
</tr>
<tr>
<td>2</td>
<td>Connect an off-air antenna to this port using a coaxial cable to enable TV1 to receive digital and analog broadcasts from your off-air antenna. You can also connect analog cable service to this port for display on TV1. The 8VSB TV ANTENNA/CABLE IN port is color coded black.</td>
</tr>
<tr>
<td>3</td>
<td>The YPbPr connection provides a good video output for high definition viewing. Use a YPbPr cable to make this connection to your HDTV or HD monitor. The cable is color coded to match the connections on your receiver and your TV. If you use this output for video, you must still connect the audio with the Audio Outputs or the Digital Audio Output.</td>
</tr>
<tr>
<td>4</td>
<td>The HDTV Digital A/V OUTPUT provides the best digital audio and video signal to a compatible HDTV or HD monitor.</td>
</tr>
<tr>
<td>5</td>
<td>The USB Port is reserved for future use. When available, connect your PocketDISH (sold separately) to this port.</td>
</tr>
<tr>
<td>6</td>
<td>Both Satellite IN connections are used to receive satellite TV signals from the dish antenna. The connection is made using RG-6 coaxial cable. The Satellite In connections are color coded blue.</td>
</tr>
</tbody>
</table>
1. The CH 21–69 OUT connection provides good quality video and stereo audio for the remote TV(s). Use a coaxial cable to make this connection to your home cable system. Remote TVs connected to the home cable system can receive programming from this receiver output. The CH 21–69 OUT connection is color coded yellow.

2. The TV2 AUDIO and VIDEO outputs provide better picture quality and stereo sound to your TV (if your TV has these connections). These outputs can be used to provide TV2 menus and programming to a wireless audio/video transmitter or to a second input on a nearby TV. Use an RCA-type cable assembly to make the connection. If the TV has only one input for this type of audio, connect it to the left (L) phono (RCA) audio output on the receiver.

3. These TV1 audio outputs provide stereo sound to your nearby HDTV (if your TV has these connections). Use RCA-type cables to make the connection. If the TV has only one input for this type of audio, connect it to the left (L) phono (RCA) audio output on the receiver.

4. The TV1 Digital Audio OUTPUT is for use with high-quality digital sound decoding systems. Connect the Digital Audio Output with a Digital Audio Optical cable (available at consumer electronics stores).

5. The PHONE jack is used to connect the receiver to an active telephone line. Use a standard RJ-11 telephone cable to make the connection. You must keep the receiver connected to an active telephone line to use all of the dish home features, or certain other services from DISH Network.
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 TV.

Highlighting Menu Options

Use the remote control ARROWS to move the on-screen highlight to the menu option. When you move the on-screen highlight, the option becomes amber.

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:

• Move the highlight to the menu option using the remote control ARROWS. Then press SELECT. In the example, Program Guide is highlighted.
• 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.
Chapter 2
Using the Menus

List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select Save or 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 TV.
- If you want to return to the previous menu, press CANCEL.
- Wait a few moments and the menu will close automatically, discarding any changes you have made.
Using Text Fields

There are several screens that require you to enter information into areas known as fields. Your receiver has two basic ways to enter the information:

- Virtual Keyboard
- Remote Control NUMBER PAD

Using the Virtual Keyboard

Use the virtual 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 Fremmel 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 Field

When the cursor is in the field:

- Press the LEFT ARROW to delete characters.
- Press FORMAT/* to backspace without deleting characters.
- Press 0 to enter a blank space, such as between words.
- Use the RIGHT ARROW to forward space without deleting characters.
Chapter 2

Tips

TIPS

• You can use the Front Panel Locks to prevent the mode from being changed accidentally. See page 53 for instructions.

• The only way to turn off the TV2 outputs is by using POWER on Remote Control 2.

• In Dual Mode, Remote Control 1 is used to control TV1 menus on the nearby HDTV. Remote Control 2 is used to control TV2 menus on the remote TV(s).

• If you do not do anything in a menu for several minutes, the menu automatically closes. This will discard any changes you made, and display the program you were watching.

• To use Remote Control 2, be sure to attach the UHF Remote Antenna. See page 17 for details.

• On Remote Control 2, press FORMAT/* to change the aspect ratio (display shape) of HD channels displayed on remote TV(s).

QUESTIONS

• Why put the receiver in Single Mode? When the receiver is in Single Mode, you can use the PIP functions.

• How can I watch and use the DVR functions on the same program on all of the TVs in my house? Put the receiver in Single Mode (page 15) and then enable Shared View (page 96).
Finding Programs to Watch

This chapter describes various ways to watch TV with your satellite receiver.

- **Changing Channels**
- **Using the Program Guide**
- **Using the Browse Banner**
- **Using Search to Find a Program**
- **Finding a Program by its Theme**
- **Using Picture-In-Picture**
Chapter 3
Changing Channels

CHANGING CHANNELS

There are two basic ways to change the channel on your satellite TV receiver:

- Use UP and DOWN ARROWS on your remote control
- Enter a channel number with the NUMBER PAD

Using the Up and Down Arrows

While watching live TV, if you want to change the channels one at a time to see what’s on, press the UP and DOWN ARROWS on your remote control. 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 live 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 set up recordings. To access this guide, press GUIDE.

- 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 1-800-333-DISH (3474).
- A yellow background behind a channel is for digital off-air channels. See page 116 for instructions to connect an off-air antenna to your receiver. Note that not all off-air channels are shown in the Program Guide.
Finding Programs to Watch
Using the Program Guide

• 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. If you activate another list, the Program Guide shows only the channels on that list. See page 41 for information on Favorites Lists.

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

1 Press GUIDE.

2 Use the UP/DOWN ARROWS, PAGE UP/DOWN, or enter a channel number to highlight a program that is on now.

3 Select the program you want to watch. 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 9 - Recording Future Programs on page 67 for more information.

While using the Program Banner, you can:

• Press PAGE UP or PAGE DOWN to move a page at a time.

• Enter the number of hours you want to skip, and then press the RIGHT/LEFT ARROW to move forward or back in the schedule. The Program Guide shows this number of hours.

• Press SKIP FWD and SKIP BACK to move forward or back a day at a time.

Note: You must be able to receive satellite programming from the 110°W orbital location, for the Program Guide to display information on programs for up to nine days. Otherwise, you can only display up to two days of program information.
Chapter 3

Using the Browse Banner

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.

1 Press BROWSE.

2 Use the UP and DOWN ARROWS to scroll through the current programs on various channels. Use the LEFT and RIGHT ARROWS to scroll through current and future programs on the same channel.

3 Select the program you want to watch. 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 9 - Recording Future Programs on page 67 for more information.
Finding Programs to Watch
Using Search to Find a Program

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 off-air channels (if an off-air antenna is connected to the receiver as described on page 116), and find programs that match keywords that you enter. Note that this feature may not work with all off-air channels.

Using the Search Feature

1. Press SEARCH (#) to open the Search screen.
2. The Search screen displays with a virtual keyboard.
3. 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.
4. Enter the search word(s) in the Search Criteria Field in one of two ways:
   • Use the virtual keyboard.
   • Use the letters on the NUMBER PAD.

Note: See page 27 for information on using these features.

5. Select Search.
6. Scroll through your Search Results by pressing the UP/DOWN ARROWS or PAGE UP/DOWN.
7. Select one of the programs to watch, or select Done to close the Search Results screen. 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 9 - Recording Future Programs on page 67 for more information.
Chapter 3

Finding a Program by its Theme

Using Search History

After you have searched previously for programs or other information, your receiver builds a history. TV1 and TV2 keep separate Search History information, in Dual Mode. In Single Mode, only TV1’s Search History is available. You can use the Search History to re-search programming instead of typing the information again.

1. Press SEARCH (#) to open the Search screen.
2. Select History to display the Search History screen.
3. Select the Search Keyword you want.
4. Select Search.

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 off-air channels (if an off-air antenna is connected to the receiver as described on page 116). Note that this feature may not work with all off-air channels.

1. Press THEMES
2. Select a Themes category
3. Highlight a program from the list and press SELECT
Finding Programs to Watch

Using Picture-In-Picture

1. Press THEMES (LEFT ARROW) to open the Themes and Search menu.
2. Select a Themes category.
3. Select the desired program in the program list. 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 9 - Recording Future Programs on page 67 for more information.

Using Picture-In-Picture

Picture-In-Picture (PIP) lets you watch two programs at once and is only available in Single Mode. The following instructions describe how to use PIP (see page 15 for instructions on changing to Single Mode).

1. Press PIP. The PIP window displays on the screen.
2. Press POSITION to move the PIP window to a new location on the TV screen. Each time you press POSITION, the PIP window moves to another location.
3. Press SWAP. The channel that was shown in the PIP window will now be shown on the full screen.
4. Press PIP again to enlarge the PIP window.
5. Press PIP once more to close the PIP window.
Chapter 3

Tips

**TIPS**

- Press INFO to get more information about the program you highlighted.
- Press VIEW TV to cancel almost any screen and return to live TV.
- Press SWAP, without pressing PIP first, to switch between the two tuners in Single Mode.

**QUESTIONS**

- **How can I customize the Program Guide?** You can set up a Favorites List as described on page 43. You can change how the Program Guide is displayed (size of text, number of programming hours displayed, etc.) as described on page 102.
- **Why does my Program Guide show only two days of programming?** Your receiver might not be connected to a signal from the 110°W satellite. Refer to Point Dish and Check Switch on page 122 to see if you’re receiving the 110°W signal.
- **Why are some of my channels missing?**
  - You may have locked or hidden the channels. See Chapter 6 - Locks on page 47 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 on page 41 for more information.
- **Which remote do I use?**
  - Dual Mode: Use Remote Control 1 with TV1’s outputs (nearby HDTV) and Remote Control 2 with TV2’s (remote TV) outputs.
  - Single Mode: Both remotes control the entire receiver.
- **Why isn’t PIP working?** Your receiver is probably in Dual Mode. Press MODE on the front panel to put the receiver in Single Mode if you’d like to use PIP.
This chapter describes how to use these additional services:

- **PAY-PER-VIEW**
- **DISH ON DEMAND**
PAY-PER-VIEW

To buy Pay-Per-View programs, you must connect the receiver to an active phone line. After you buy 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. However, replays of programs are separate events.

Buying a Pay-Per-View Program

1. Press GUIDE and then select a Pay-Per-View program in the Program Guide.
2. To buy the Pay-Per-View program, select Yes. The receiver displays a menu where you must confirm the purchase.
3. Select Yes to confirm the purchase.

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 Purchases

1. Press MENU, select System Setup (6), and then Purchase History (5). This opens a list of events you’ve purchased, including those you have watched and those you purchased but have not yet watched.
2. Select Done.
DISH On Demand

DISH On Demand is an exciting feature that will be available with a future software upgrade.

**TIPS**

- You can set up the receiver to record Pay-Per-View programs. See page 71 for more details.
- You can prevent others from purchasing Pay-Per-View programs by using locks (see page 52).
- Keep an active phone line connected to your receiver so you can order Pay-Per-View programs with your remote control.

**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.
  - Order the event over the phone 1-877-DISH-PPV (347-4778).
  - Order the event online at www.dishnetwork.com/ppv.
  - Order the event over the phone at 1-800-333-DISH. Charges may apply.
- I ordered a Pay-Per-View but can only see it on one receiver. Some Pay-Per-View programs are restricted to one receiver per account.
- 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 on page 41 for more information on using Favorites Lists.
Questions

• Why are some Pay-Per-View programs blacked out? Sporting events and other programs are sometimes blacked out because of local restrictions.

• Why did my all-day Pay-Per-View program shut off while I was watching it? The all-day events run from 3 AM to 3 AM.
Favorites Lists

Setting Up Your Favorites Lists

Use the information in this chapter to create, name, and use Favorites Lists.

- WHAT ARE FAVORITES LISTS?
- CREATING OR CHANGING FAVORITES LISTS
- NAMING FAVORITES LISTS
- USING FAVORITES LISTS
What are Favorites Lists?

Favorites Lists are lists of your favorite channels. You can create and change the lists yourself, adding and removing channels as you wish. Your favorite channels can be grouped into up to four lists for TV1 and four lists for TV2 (in Dual Mode).

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. Also, 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.
- Each Favorites List has a unique color in the Program Guide. You can give each list a name. When you first get the receiver, the four lists are named List 1, List 2, List 3, and List 4. The lists are empty until you add channels to them.
- When you put the receiver in Single Mode, the Favorites Lists for only TV1 are available. However, when you go back to Dual Mode, the Favorites Lists for TV2 are available again.
- 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 off-air channels in your Favorites Lists if an off-air antenna is connected to the receiver. See page 116 for instructions on connecting an off-air antenna. Note that this feature may not work with all off-air channels.
CREATING OR CHANGING FAVORITES LISTS

You can create, add channels to, and remove channels from a Favorites List. When you activate your Favorites List (see page 44) only those channels in your list are shown in the Program Guide and Browse Banner.

1 Press MENU, select Preferences (8), and then select Favorites (3) to open Favorites.
2 Select the Favorites List that you want to create or change.
3 Select Modify List.
4 In the Channels list, highlight a channel you want to add to the Favorites List.
5 Press SELECT to add the highlighted channel to the Favorites List. A dot appears next to the channel.
6 Repeat steps 4 and 5 until you have added all the channels that you want.
7 To delete a channel from the Favorites Lists, select the channel in the list. The dot next to the channel disappears.
8 Select Done to save all changes to the Favorites List.
Chapter 5

Naming Favorites Lists

NAMING FAVORITES LISTS

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

1 Press MENU, select Preferences (8), and then select Favorites (3) to open Favorites.
2 Select the Favorites List that you want to change.
3 Select Edit Name.
4 Enter the list’s name by using one of the following methods:
   • Use the virtual keyboard.
   • Use the letters on the NUMBER PAD.
     Note: See page 27 for information on using these features.
5 Select Done.

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.
**TIPS**

- Two lists cannot have the same name. For example, on TV1, you cannot have two lists named “Dad’s List.” However, TV1 and TV2 can have lists with the same names.
- Pressing GUIDE to switch Favorites Lists works 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 and All Sub Lists.
- When you put the receiver in Single Mode, the Favorites Lists for TV2 are not available. However, when you go back to Dual Mode, the Favorites Lists for TV2 are available again.
- 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 or hidden.
- **Why are TV2’s Favorites Lists missing?** When the receiver is in Single Mode, TV2’s Favorites Lists are not available.
Chapter 5

Questions

Notes
Locks

Securing Your Receiver and Account

Use the information in this chapter to set up and use locks.

- WHAT ARE LOCKS?
- CREATING OR CHANGING A PASSWORD
- LOCKING AND UNLOCKING YOUR RECEIVER
- CREATING OR CHANGING RATINGS LOCKS
- CREATING OR CHANGING CHANNEL LOCKS
- LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS
- HIDING ADULT CONTENT
- LOCKING OR UNLOCKING THE FRONT PANEL
Chapter 6
What are Locks?

WHAT ARE LOCKS?

Locks 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.

Locks for programming on the TV1 outputs for the nearby TV are set using the TV1 menus. Locks for programming for the TV2 outputs to remote TVs are set using the TV2 menus. Locks set for TV1 programming are separate from locks set for TV2 programming. The information in this chapter applies to locks set by either TV1 or TV2 menus.

Locking the receiver is a two-step process:

1 Create the locks that you want.
2 Lock the receiver.

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

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 (5).
Locks

Locking and Unlocking Your Receiver

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 Change Password.

4 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 speak with a Customer Service Representative.

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 Setting Up 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 (5).

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.
Chapter 6
Creating or Changing Ratings Locks

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 (5).
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.
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).
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 as described on page 49.
Creating or Changing Channel Locks

You can lock any channel, including Pay-Per-View and off-air channels. This type of lock keeps anyone from viewing these channels unless they enter the correct password. Note that this feature may not work with all off-air channels.

1. Press MENU and select Locks (5).
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 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 as described on page 49.
Chapter 6

Locking or Unlocking Pay-Per-View Channels

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 (5).
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. Make sure the receiver is locked as described on page 49.

HIDING ADULT CONTENT

When you hide adult channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult 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 (5).
2. If the receiver is locked, enter the password using the NUMBER PAD. Select OK.
3. Select Hide Adult or Show Adult. Make sure the receiver is locked as described on page 49.
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. This option is only available on TV1 menus.

1. Press MENU and select Locks (5).
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. To activate the Front Panel Lock, you must lock the receiver. Make sure the receiver is locked as described on page 49.
Chapter 6

Tips

TIPS

• If the receiver displays a message prompting you to enter a password, the receiver is locked.

• If you want to unlock the receiver or any specific lock, use the password for the TV output you’re watching. For example, use TV1’s password to unlock TV1’s locks and TV2’s password for TV2’s locks.

• 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. See page 49 for details.

• Why don’t the locks I set for TV2 work? The locks you set on TV2 are not available in Single Mode.

• What do I do if I forget my password? If you forget your password, you will need to speak with a Customer Service Representative.
Use the information in this chapter learn about interactive services available on your satellite receiver.

- **dish home**

- **CUSTOMER SERVICE**
Chapter 7

DISH HOME Interactive TV

dish home INTERACTIVE TV

Press DISH on the remote control to go to dish home features available with your service. You can order channels, check the news and weather, and even play games. Make sure you connect an active phone line to your receiver. You can enjoy this feature on one TV at a time.

CUSTOMER SERVICE

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.

Press MENU and then select Customer Support.

TIPS

• Whenever you want to exit an interactive feature and return to watching programming, press VIEW TV and you’ll be taken to the last channel you were watching.

• You can also get to Customer Support from dish home.
Digital Video Recording

Recording and Pausing Live Programs

Use the information in this chapter to record and control live TV.

- **WHAT IS DVR?**
- **PAUSING A PROGRAM**
- **REVERSING, FAST FORWARDING, AND SKIPPING**
- **SLOW MOTION AND FRAME-BY-FRAME**
- **RECORDING A LIVE PROGRAM**
- **PLAYING A RECORDED PROGRAM**
- **RECORDING WHILE WATCHING DIFFERENT PROGRAMS**
- **RECORDING OPTIONS**
- **POCKETDISH**
Chapter 8

What is DVR?

WHAT IS DVR?

The Digital Video Recorder (DVR) features let you watch TV the way you want. You can pause, reverse, or skip back through a program. Then you can continue watching TV. Also, you can record and play back programs with full digital audio and video quality, without a VCR.

For example, if you get a phone call while you are watching a live or pre-recorded program, you can pause the program, talk on the phone for an hour, restart the program, and not miss any of the action.

You can move through a program forward and backward in slow motion or frame-by-frame while using the DVR’s auto recording features while watching live or recorded programs.

PAUSING A PROGRAM

1. Find a program to watch.
2. Press PAUSE to pause the program.
3. Press PLAY to watch the program from where it paused.
4. Press VIEW TV to go back to live TV.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user’s guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

For a live program, the on-screen pause timer shows how long you’ve paused the program. The pause timer shows how far you’re behind the live program. You can pause up to one hour for a live program. If you think you might be away from the TV for more than an hour but don’t want to miss any of the program, consider recording the program (see page 60).
REVERSING, FAST FORWARDING, AND SKIPPING

This section describes how to use the DVR buttons to move forward and back quickly while you watch TV.

Press BACK once to reverse the program 4 times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you’ve gone. For a live program, you can only reverse back to the last channel change or back one hour, which ever occurs first.

Press FWD (forward) once to fast forward through the program 4 times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you’ve gone. Of course, you can’t “forward” into the part of a “live” program that hasn’t been broadcast yet.

Press SKIP BACK to skip back about 10 seconds in a program. Press this button again to skip back again.

Press SKIP FWD to skip ahead about 30 seconds in the program. Press this button again to skip ahead again.

SLOW MOTION AND FRAME-BY-FRAME

Your satellite receiver has features that allow you to slow down live TV. This section describes how to use the DVR buttons to use slow motion and frame-by-frame advance or reverse while you watch TV!

Press PAUSE and then press BACK to reverse the program in slow motion. Press BACK once to reverse the program 1/4 the speed as normal play. Press BACK twice to reverse at normal speed.

Press PAUSE and then press FWD to forward the program in slow motion. When you press FWD once the program advances at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program. Of course, you can’t “forward” into the part of a “live” program that hasn’t been broadcast yet.

Press PAUSE and then press SKIP BACK to reverse the recording frame-by-frame.

Press PAUSE and then press skip ahead to advance the recording frame-by-frame.
Chapter 8

Recording a Live Program

**RECORDING A LIVE PROGRAM**

Use the following instructions when you want to record a live program.

1. Press RECORD. Note that this feature may not work with all off-air channels.
2. Select OK to begin recording now or Options to customize your recording settings.
3. If you selected Options, see *Recording Options* on page 64 for your choices.
4. Select OK.

**PLAYING A RECORDED PROGRAM**

Use the following instructions when you want to play a recorded program.

1. Press DVR to open the DVR Events menu.
2. Select an event on the DVR Events menu. This opens an information menu for that event.
3. Select Start. If you have already watched part of the recording, choose either Start Over or Resume.
RECORDING WHILE WATCHING DIFFERENT PROGRAMS

This section describes the three basic ways to record a program while watching different programs at the same time.

- Recording in Single Mode (in the following section).
- Recording Events with Record Plus (on page 63).
- Recording Events without Record Plus (on page 64).

Single Mode

In Single Mode, you can set up the satellite receiver to record two programs while watching one you’ve already recorded.

1. Make sure the receiver is in Single Mode by looking at the Single indicator on the front panel. See Switching Between Single and Dual Mode on page 15.

2. Press GUIDE to open the Program Guide. Find a program you want to record now. Note that this feature may not work with all off-air channels.

3. Press SELECT to tune to that program.

4. Press RECORD.

5. Select OK to begin recording now or Options to customize your recording settings.

6. If you selected Options, see Recording Options on page 64 for your choices.

7. Choose another program to watch as described on page 30.

8. Press RECORD and select OK when the popup displays. You are now recording two programs at the same time.

9. Press DVR on the remote control. The DVR Events screen will open. You should see the two programs that are recording indicated by the red dot next to the listings.

10. Select a program that you recorded earlier and start the playback.

11. You should now be watching a pre-recorded program while the receiver is recording the other two events (programs).
Chapter 8
Recording While Watching Different Programs

Dual Mode and Record Plus

When Record Plus is enabled, you can decide which receiver output (TV1 or TV2) will usually record your events as a default location. This feature is only available in Dual Mode.

Using Record Plus

The following instructions describe how to enable or disable Record Plus.

1 Press MENU, select Preferences (8), and then Record Plus (6) to open the Record Plus screen.

2 Highlight the Activation option.

3 Use the UP or DOWN ARROW to set the Activation option to Enable or Disable.

4 Highlight the Record Preference.

5 Use the UP or DOWN ARROW to set the Record Preference option to TV1 or TV2.

6 Select Done.
Recording Events with Record Plus

When Record Plus is enabled, you can record two programs while watching a pre-recorded program if no one is using the other tuner.

1. Select a program you want to record.
2. Press RECORD.
3. When the Record Remainder of This Event screen displays, select one of the following:
   - From TV1, select TV2.
   - From TV2, select TV1.
   **Note:** When recording using Record Plus, it is possible for someone at the other TV to cancel your recording.
4. Select OK to begin recording now or Options to customize your recording settings. If you selected Options, see *Recording Options* on page 64 for your choices.
5. Choose another program to watch as described on page 30.
6. Press RECORD. Customize your options as described on page 64.
7. Press DVR on the remote control. The DVR Event screen will open. You should see the two programs that are recording indicated by the red dot next to the listings.
8. Select a program that you recorded earlier (one that is not recording now), then select Start or Start Over. You should now be watching a pre-recorded program while the receiver is recording the other two events (programs).
Chapter 8

Recording Options

Recording Events without Record Plus

While in Dual Mode with Record Plus disabled, you can set up the satellite receiver to record from TV1 and TV2 at the same time.

1. Find a program to watch as described on page 30. Note that this feature may not work with all off-air channels.

2. Press RECORD. A message will display asking whether you want to record the remainder of the program. Select OK to begin recording now.

3. Press DVR. The DVR Event screen will open. You should see the program that is recording indicated by the red dot next to the listings.

4. Select a program that you recorded earlier (one that is not recording now), then select Start or Start Over. You should now be watching a pre-recorded program while the receiver is recording the other program.

Recording Options

When you set up a timer, you can choose from the following options:

- **Stop Recording Manually** - The receiver will record until you press STOP.
- **Extend End Time** - You can extend the stop time for the recording. This option is useful for programs that might run overtime, like sporting events or awards shows.
- **Create a Recurring Timer** - You can set up a timer like the one described in Setting Up a Timer on page 71.
- **Record the Entire Event** - The receiver stops recording at the end of the event. This selection is available only if the receiver was tuned to the channel at the beginning of the program.

Note: If you tune to a program after it starts, you can record only the part of the program after you tune to it.
PocketDISH

Watch for this exciting new feature. When available, you’ll be able to connect the PocketDISH (sold separately) to your receiver so that you can transfer your favorite recorded programs and take them wherever you go.

Tips

• If you have a program paused, press PLAY to watch the program. Also, press PLAY to switch from forward or reverse to play.
• Press VIEW TV to catch up with the program as it’s showing now.

Questions

• Why can’t I record some off-air channels (channels below 100)? Only digital off-air channels (yellow in the Program Guide) can be recorded with your receiver.
• How can I fast forward through commercials? If you’re watching a pre-recorded program or if you’ve delayed a live program, press SKIP FWD or FWD on your remote control. However, you cannot skip ahead while watching live TV.
Recording Future Programs

Setting Up and Using Timers

Use the information in this chapter to set up to record future programs so that you’ll never miss your favorite shows.

- **TIMERS AND RECORDINGS**
- **USING THE Timers LIST**
- **USING THE Daily SCHEDULE**
- **SETTING UP an AUTOMATIC Timer**
- **SETTING UP a MANUAL Timer**
- **SETTING UP a DISH Pass™ Timer**
- **DELETING a Timer**
Chapter 9

Timers and Recordings

TIMERS AND RECORDINGS

A timer is your instruction telling the satellite receiver the programs you want to view in the future. For most Digital Video Recorder (DVR) timers, you select a specific program on a specific channel, and tell the satellite receiver how often you want to record that program.

A recording is the actual program stored for you to watch. DVR recordings are listed in the DVR Events screen, which you can find quickly by pressing DVR on the remote control.

Timer Types

There are three types of timers:

- **DVR** - Records an event onto your receiver for later viewing.
- **Auto** - Automatically changes the channel for live viewing of the event.
- **Reminder** - Creates an on-screen reminder when the event is about to air.

Timer Frequency

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

- **All Episodes** - Records each time that program is on that channel.
- **New Episodes** - Records current season programs each time they occur on that channel.
- **Once** - Records a program once (good for movies, sporting events, etc.).
- **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.
- **Monday-Friday** - Records a program once a day, Monday through Friday, at the selected time, on that channel.
- **DISH Pass** - Records programs on all channels (default) or a specific channel, based on your specific criteria. See page 74 for details.

Timer Priorities

Priorities are used by the receiver to know which program you would prefer to record, if multiple timers are scheduled to start at the same time. For example, having six programs scheduled to record at the same time cannot be done on a dual-tuner receiver; therefore, the receiver will record only the two programs with the highest priorities.

- All timers have a priority that you can change at any time.
- The larger the number, the lower priority (for example, priority 1 is higher than priorities 2, 3, and 4).
- You can override a specific timer’s priority with a one-time skip or by restoring it. Select a timer in the Daily Schedule, then you’ll have an option to Skip or Restore for that timer.
Timer Options

The Timer Options screen lets you set the following (not used on all options screens):

- **Protect Event** - Prevents your programs from being erased when the receiver fills up.
- **Set Channel** - Select a specific channel.
- **Start Early** - Select this option if you want to begin recording a few minutes early.
- **End Late** - Select this option if you want to continue recording after the scheduled program ending.

Timers List

Use the Timers List as described on page 71 to:

- View the general list of timers.
- If you select a timer from this list, you’ll see a detailed list with specific dates and times of upcoming timers for that program or DISH Pass search term(s).
- Set user-selected priorities for each timer. See **Timer Priorities** in the previous section.
- Create a Manual timer.
- Create a DISH Pass timer.
- Select Edit List to edit a timer.

Daily Schedule

The Daily Schedule lists the timers that are planned for today, the future (up to nine days), and those that occurred in the recent past. Use the Daily Schedule as described on page 71 to:

- Review today’s timers. You can choose to skip a scheduled timer, or restore a timer that was not planned to occur, perhaps because of a conflict with another program. See **Timer Priorities**.
- Review future timers, up to nine days in advance, and make changes as necessary.
- Review past timers to see which occurred, and the reason why one did not, if applicable. See **Reasons Why Timers Are Skipped**.
Chapter 9
Timers and Recordings

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 DVR Events 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 info.
- **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.

When a Timer Starts a Recording

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

- 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 about a timer event only works one time. Subsequently pressing INFO results in the current program’s information being displayed in the normal way.

When the Receiver is Off

If the receiver is off when a timer is scheduled, the receiver will:

- **DVR** - Remain off but will record the scheduled
- **Auto** - Turn on for the event.
- **Reminder** - Turn on at the scheduled time. After a period of time, if you do nothing, the receiver will turn OFF.
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 display only an error.

**USING THE Timers List**

1. Press MENU and select the Daily Schedule (7).
2. Select Timers. When the Timers screen opens, you can edit or delete the timers you have set.

**USING THE DAILY SCHEDULE**

Use the Daily Schedule to plan and manage your timers.

1. Press MENU and select Daily Schedule (7).
2. Select a timer and option.
### Setting Up an Automatic Timer

1. Press MENU and select Daily Schedule (7).
2. Use the ARROWS to select a future program if you want to Skip or Restore a timer. You can also choose to Protect it, or view the start early/end late settings.
   - To change the start early/end late setting, select the event within the Timers List.
   - If the program is a DISH Pass timer, you cannot change the start early or end late times on an individual program; it must be changed on the DISH Pass timer, from the Timers List.
   - Press PAGE UP to see the previous days’ timers. Review these timers if you want to see the result of your timers (e.g. if it recorded successfully or why it might have been skipped).

### 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 program that starts in the future to record using the Program Guide or Browse Banner. The program can be a satellite or off-air program (see page 116 for instructions on connecting an off-air antenna to your receiver). Note that this feature may not work with all off-air channels.
2. Select the future event. The Create Timer screen displays.
3. Select the Timer Frequency (see page 68 for more details).
4. Select a Timer Type (see page 68 for more details).
5. Select Options (see page 69 for more details).
6. Select Set Priority if you would like to change the priority of the timer (see page 68 for more information).
7. Select Create Timer to finish making the new timer.
Setting Up a Manual Timer

A manual timer lets you set custom start and stop times for a timer.

1. Press MENU and select Daily Schedule (7).
2. Select Timers.
4. Select the Timer Frequency (see page 68 for more details).
5. Select a Timer Type (see page 68 for more details).
6. Select Options (see page 69 for more details).
7. Select the channel (satellite or off-air). Use the UP/DOWN ARROWS, PAGE UP/DOWN, or NUMBER PAD to find the channel. Note that this feature may not work with all off-air channels.
8. Select Edit Time.
9. Set the Start Time and End Time, include AM/PM for each.
10. Set the Date.
11. Select Done.
12. Select Create Timer.
Chapter 9

Setting Up a DISH Pass™ Timer

SETTING UP A DISH PASS™ TIMER

DISH Pass lets you create timers to record programs automatically based on your search criteria. When the receiver finds programs that meet your search criteria, it will automatically set a timer to record that program. As the program guide is updated, DISH Pass will continue to find and record your shows based upon your search criteria. Note that DISH Pass only finds programs on satellite channels.

An example of how to use DISH Pass may be that you saw a movie in the theaters and you want to watch it again as soon as it comes out on a movie channel. Use the Exact Match and Title, and then type the exact title of the movie. If the movie is made available on a movie channel you subscribe to, the receiver will automatically set a timer to record that movie for you.

1. Press MENU and select Daily Schedule (7) to open the Daily Schedule.
2. Select DISH Pass.
3. Select the Search Method:
   • Title - Search for programs by title.
   • Info - Search for programs whose descriptions or titles contain key words.
4. Optionally, select Exact Match if you want to find exactly what you’ve entered in either the program title or info, when you select the Title or Info, respectively.
5. Enter your search criteria. You can use the keyboard shown on the screen or you can use the letters above the NUMBER PAD buttons on the remote control while the highlight is in the Enter Search Criteria field. See Using Text Fields on page 27 for instructions.
6. Select Options as described on page 69.
7. Select Create Timer. When the receiver has completed your search, the Timer Schedule will display the results.

Note: After entering your search words, and selecting Create Timer, be sure to review the timers that DISH Pass creates—some may not be what you are expecting. You can:

• Pick selected events to Skip. Review future timers each time the Program Guide is updated.
Recording Future Programs

Deleting a Timer

- Adjust your search terms and method. Select Set Priority to change the priority of your DISH Pass. To adjust your search, delete the unwanted DISH Pass timer and try the following:
  - Change your DISH Pass search term(s) to be more specific.
  - Select Exact Match with the Title or Info.
  - Choose DISH Pass when you select a future program within the Program Guide, Browse Banner or Search. This will enter the program’s exact title.

8 Select Done.

DELETING A TIMER

When you no longer need a timer, you can delete it.

1 Press MENU and select Daily Schedule (7) to open the Daily Schedule screen.
2 Select Timers to display the Timers List.
3 Select Edit List.
4 Select the timer or timers to delete.
   Note: Select All to delete all of your timers.
5 Select Delete. The timer(s) are deleted.
Chapter 9
Tips

TIPS

• Enable the Updates feature is enabled as described on page 103. By enabling this feature, the Program Guide will have the most up-to-date information, and can adjust or create timers accordingly.

• Weekly, Daily, and Monday-Friday timers move only if the program is within one hour earlier or four hours later than the original time the timer was set up. These timers will adjust their length if their program's time block is extended.

• DISH Pass recordings may fill the hard drive quickly. If you have other timers you know you don't want to be recorded over, choose Protect on those important programs.

• DVR Timers set for sporting events automatically end late by 60 minutes to allow for overtime. Change this setting in Options when you set up the timer.

QUESTIONS

• Why is my receiver recording programs I didn’t schedule? A DISH Pass Timer may include more programs than you planned. If you’d like to refine your search, delete the DISH Pass Timer and start again as described on page 74.

• Why did the receiver delete a program I recorded? Your recording was unprotected. When the receiver fills, it writes over the oldest unprotected recording. You can protect your recordings as described on page 69.

• Where can I go to find out why the receiver didn’t record something I scheduled? Look at your Daily Schedule and refer to Reasons Why Timers are Skipped on page 70.
Remote Controls

Personalizing Your Remote Controls

Use the information in this chapter to learn more about using your remote controls.

- **IMPROVING RECEIVER CONTROL**
- **CONTROLLING OTHER COMPONENTS**
- **THE RECOVER BUTTON**
Improving Receiver Control

These instructions help you improve your remote control settings to best operate your satellite receiver. Use the following instructions to make your remote control operate more efficiently with your receiver.

Changing the Address for Remote Control 2

Because UHF signals travel long distances and go through walls, a neighbor's remote may control your receiver by mistake. To keep this from happening, you can change the remote address. You can also use these instructions to change the address on Remote Control 1.

1. Press SYSTEM INFO on the receiver's front panel. The System Information screen displays on the Nearby HDTV and shows the Remote Address.

   Write down this address: ____________

2. Press and hold SAT on your remote control for about three seconds, until all of the mode buttons light up, and then let go of 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 will flash three times.

   Write down the number you entered: ____________

5. Press RECORD. Make sure the Remote Address you see on the System Information 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 Information screen.
Checking the Remote Control Address

You can see what receiver is programmed on the remote control by completing the following instructions.

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

Confirming Remote Control Operation

Complete the following from the nearby HDTV to make sure the remote operates the receiver:

1. Make sure the remote has fresh batteries and is in SAT mode.
   
   **Note:** Inside the battery compartment of Remote Control 2 is an A/B switch, which will be used with a software upgrade. Until you receive instructions, leave the switch in the A position.
2. Press SYSTEM INFO on the receiver front panel to display the System Info screen on the nearby HDTV.
3. Press RECORD on the remote control:
   - Remote Control 1 - The Primary Remote Address in the System Info screen changes to match the address preset in your remote control.
   - Remote Control 2 - The Primary Remote Address in the System Info screen changes to match the address preset in your remote control.
4. Press POWER on the remote controls to turn on/off receiver.
Chapter 10

Improving Receiver Control

Adjusting the Remote Antenna

Be sure to set the antenna straight up so you can use the remote control from as far away as possible. Don't let the antenna touch anything.

If your UHF Pro Remote Control isn't working very well from far away, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try the following:

- Place the receiver higher than all of the other equipment in your entertainment center.
- Provide room above the receiver so that the antenna can be installed straight up. If this is not possible, tilt the UHF antenna at about a 30° angle.
- Place the UHF antenna outside the entertainment center by using a coaxial cable to connect the antenna to the receiver.
- Try moving the receiver to other locations.
- Move any nearby off-air antennas away from the UHF remote antenna. Do not place an off-air antenna on top of your receiver.
- Install a UHF attenuator. See Installing a UHF Attenuator in the following section for details.

Installing a UHF Attenuator

Unwanted UHF signals may interfere with signals from the remote control to the receiver. To prevent such interference, you can install a 10 dB attenuator (available from many consumer electronics parts stores). Adding this attenuator will help keep out stray UHF signals, but it also cut down how far away you can use the remote control.

1 Remove the UHF antenna from the UHF Remote Antenna input on the receiver back panel.

Example of Receiver Back Panel
Remote Controls
Controlling Other Components

To use the remote to control other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH Network satellite receiver), you must first program it to control these other devices. You can do this by either following the instructions in Setting Up Using Device Code Tables on page 82, or the Setting Up Using Device Codes Scan procedure described on page 83.

Remote Control Modes

Use the remote control’s mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX (“auxiliary,” for a second TV, a VCR, a tuner, an audio amplifier, or a second DISH Network satellite receiver) to set the remote to the right mode for the device. To change the mode, press the button for the device you want the remote to control. The mode button lights for two seconds to show you’ve set the remote to that mode.

Limited Mode

Program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in Limited Mode, you will only be able to use POWER, MUTE, and VOLUME. Also, when you use the remote to control your VCR in Limited Mode, you will only be able to use POWER and the VCR function buttons.

The section Setting Up Using Device Code Tables has a step that tells the remote control to go into Limited Mode.

Note: Limited Mode is not used with amplifiers.

2 Attach a 10 dB attenuator to the UHF Remote Antenna input.

3 Attach the UHF antenna to the attenuator.

CONTROLLING OTHER COMPONENTS

To use the remote to control other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH Network satellite receiver), you must first program it to control these other devices. You can do this by either following the instructions in Setting Up Using Device Code Tables on page 82, or the Setting Up Using Device Codes Scan procedure described on page 83.

Remote Control Modes

Use the remote control’s mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX (“auxiliary,” for a second TV, a VCR, a tuner, an audio amplifier, or a second DISH Network satellite receiver) to set the remote to the right mode for the device. To change the mode, press the button for the device you want the remote to control. The mode button lights for two seconds to show you’ve set the remote to that mode.

Limited Mode

Program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in Limited Mode, you will only be able to use POWER, MUTE, and VOLUME. Also, when you use the remote to control your VCR in Limited Mode, you will only be able to use POWER and the VCR function buttons.

The section Setting Up Using Device Code Tables has a step that tells the remote control to go into Limited Mode.

Note: Limited Mode is not used with amplifiers.
Chapter 10
Controlling Other Components

Combination Devices

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

Setting Up Using Device Code Tables

Set up the remote to control other devices using the device codes listed on page 136. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Turn the device on.</td>
<td>Use the device’s front panel buttons or its remote control.</td>
</tr>
<tr>
<td>2 Find the brand name of the device in the tables starting on page 136.</td>
<td>If the brand isn’t listed, see Setting Up Using Device Codes Scan on page 83.</td>
</tr>
<tr>
<td>3 Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.</td>
<td>For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.</td>
</tr>
<tr>
<td>4 For AUX mode only. Press 0 for a second TV, or 1 for a second VCR, or 2 for a tuner, or amplifier.</td>
<td>This step is for programming which kind of device that should be programmed in AUX mode. If you’re not programming in AUX mode, skip to step 5.</td>
</tr>
<tr>
<td>5 Enter one of the three-digit device codes from the table using the number buttons.</td>
<td>The three-digit device code should be for the brand name of your device that you found in step 2.</td>
</tr>
<tr>
<td>6 If you want to program Limited Mode, press 1. If not, skip to step 7.</td>
<td>See Limited Mode for more information.</td>
</tr>
</tbody>
</table>
### Controlling Other Components

#### Setting Up Using Device Codes Scan

If the code for your device is not listed in the tables starting on page 136, use this procedure to scan the remote control’s memory for the device code. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

<table>
<thead>
<tr>
<th>Instructions</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7</strong> Press POUND (#).</td>
<td>If you entered the code correctly, the mode button flashes three times.</td>
</tr>
<tr>
<td><strong>8</strong> Press POWER to turn off the device. If the device does not turn off, go to step 10.</td>
<td>If the code works, the device should turn off.</td>
</tr>
<tr>
<td><strong>9</strong> Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.</td>
<td>Sometimes POWER works when other buttons don’t.</td>
</tr>
<tr>
<td><strong>10</strong> If the code doesn’t work, redo steps 3 through 9 with another device code from the tables.</td>
<td>Try every code listed for your brand until one works for your device.</td>
</tr>
<tr>
<td><strong>11</strong> If you can’t find a code that works try, Setting Up Using Device Codes Scan that follows.</td>
<td></td>
</tr>
</tbody>
</table>

#### Setting Up Using Device Codes Scan

If the code for your device is not listed in the tables starting on page 136, use this procedure to scan the remote control’s memory for the device code. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

1. **Turn device on**
2-3. **Press & hold Mode button until all Mode buttons light up**
4. **Press POWER**
5. **Press Up or Down ARROW until device turns off**
6. **Press POUND**
7-8. **Turn device back on and test to make sure code works**
## Instructions

1. Turn the device on.

2. Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.

3. For AUX mode only. Press 0 for a second TV, or 1 for a second VCR, or 2 for a tuner, or amplifier. Then press the STAR (*) button.

4. Press POWER.

5. Press the UP or DOWN ARROW repeatedly until the device turns off.

6. Press POUND (#).

7. Turn the device back on and try some other buttons to make sure they work.

8. If necessary, repeat this procedure until you’ve tried all the codes.

## Additional Information

- Use the device’s front panel buttons or its remote control.
- For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
- This step is for programming which kind of device that should be programmed in AUX mode. If you’re not programming in AUX mode, skip to step 4.
- This puts your remote in the scan mode.
- As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work.
- **Note:** The mode button for the device will flash rapidly eight times when you’ve scanned all the codes for that device.
- The mode button flashes three times if you have entered the code correctly. This stores the code you found.
- Press POWER to turn the device back on. Try some other buttons to make sure they work. Sometimes POWER works when other buttons don’t.
- You may need to repeat the scan to find the best code for your device.
Checking the Device Codes

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

1. Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.

2. Press the Pound (#) button 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 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 VCR; and two flashes is for a tuner, or amplifier.

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

For Limited Mode: If you have programmed a TV or VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.
Chapter 10

Controlling Other Components

Switching Between TV and Device Volume Control

When you set up the remote to control a TV, the mute and volume buttons control the TV volume. However, if you want to use the AUX mode to control a tuner or amplifier and the device has a volume setting, you can set up the remote to control the device’s volume instead of the TV volume. Be sure to set up the remote to control a device in AUX mode before using this feature.

To set the remote to control the device’s volume:

1. Press and hold AUX for four seconds, and then let go of it. AUX will blink.
2. Press POUND (#).
3. Press the plus (+) side of VOLUME.
4. Press ZERO (0).
5. Press POUND (#). AUX flashes three times.
6. Press SAT.
7. Press the plus (+) and minus (-) sides of VOLUME. The device’s volume changes and AUX lights instead of TV.

To set the remote back to control the TV volume:

1. Press TV for four seconds, and then let go of it. TV will blink.
2. Press POUND (#).
3. Press the plus (+) side of VOLUME.
Remote Controls

Controlling Other Components

4 Press ZERO (0).

5 Press POUND (#). TV flashes three times.

6 Press SAT.

7 Press the plus (+) and minus (-) sides of VOLUME. The TV’s volume changes and TV lights instead of AUX.

Programming to Control a Second Satellite Receiver

If you have another DISH Network satellite receiver installed, you can use this remote in AUX mode to control it along with your new receiver. When you program the remote to control this other receiver, the remote will send out IR and UHF (not UHF Pro) signals to the receiver. You can program the remote to control any other DISH Network satellite receiver, except for following:

- DISH 322 - TV2
- DISH Player-DVR 522 - TV2
- DishPlayer 7100/7200

1 Turn on the other receiver and display the System Info screen (see the user’s guide for information on how to display the screen).

Write the 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 make sure the address and the remote matches the address on the receiver.
Chapter 10

Controlling Other Components

Using the Remote Control with Other Components

This section describes how to use each button on the remote control after programming the remote to control a TV, VCR, DVD, or tuner/amplifier. The following tables describe each button and how they are used with the various components (all components or individual). Refer to Remote Control Modes on page 81 as you read this section.

<table>
<thead>
<tr>
<th>Button</th>
<th>Used With</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All</td>
<td>Press Mode buttons to set the remote control to operate one of four components: SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX (&quot;auxiliary,&quot; for a second TV, a second VCR, a tuner, or an audio amplifier). The mode button lights for two seconds to show you've set the remote to that mode. Be sure to program the remote to control the other components as described on page 81.</td>
</tr>
<tr>
<td>2</td>
<td>All</td>
<td>Press POWER to turn the component on or off.</td>
</tr>
<tr>
<td>3</td>
<td>TV</td>
<td>Press TV POWER to turn the TV on or off.</td>
</tr>
<tr>
<td>4</td>
<td>TV, VCR</td>
<td>Press TV/VIDEO to switch between the inputs on the TV. Press the TV/VIDEO button to switch between TV and VCR on modes on the VCR.</td>
</tr>
<tr>
<td>5</td>
<td>TV, Tuner/ Amp</td>
<td>Press MUTE to turn off the sound. Press it again to restore the sound to the previous level. Be sure to program the remote to control the component to use this button. See Controlling Other Components on page 81.</td>
</tr>
<tr>
<td>6</td>
<td>VCR</td>
<td>Press PAGE UP and PAGE DOWN to change channels.</td>
</tr>
<tr>
<td>7</td>
<td>TV, Tuner/ Amplifier</td>
<td>Press VOLUME to raise and lower the volume. Be sure to program the remote to control the component to use this button. See Controlling Other Components on page 81.</td>
</tr>
</tbody>
</table>
Controlling Other Components

<table>
<thead>
<tr>
<th>Button</th>
<th>Used With</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TV, VCR</td>
<td>Press RECALL to go back to the last channel you were watching. Press it again to switch between the last two channels you were watching.</td>
</tr>
<tr>
<td>2</td>
<td>All TV, VCR, Tuner</td>
<td>Press SELECT to select the option you highlight in a menu. Press UP or DOWN ARROW to change channels.</td>
</tr>
<tr>
<td>3</td>
<td>VCR, DVD</td>
<td>Press PAUSE to pause the VCR tape or DVD.</td>
</tr>
<tr>
<td>4</td>
<td>VCR, DVD</td>
<td>Press BACK once to reverse the VCR tape or DVD.</td>
</tr>
<tr>
<td>5</td>
<td>VCR, DVD</td>
<td>Press STOP to stop playback.</td>
</tr>
<tr>
<td>6</td>
<td>VCR</td>
<td>Press RECORD to record a program onto tape.</td>
</tr>
<tr>
<td>7</td>
<td>VCR, DVD</td>
<td>Press FWD to forward the VCR tape or DVD.</td>
</tr>
<tr>
<td>8</td>
<td>VCR, DVD</td>
<td>Press PLAY to watch the VCR tape or DVD at normal speed.</td>
</tr>
</tbody>
</table>
Chapter 10

The Recover Button

<table>
<thead>
<tr>
<th>Button</th>
<th>Used With</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TV, VCR</td>
<td>Press RECOVER if you accidentally change the channel or input on your TV or VCR (see page 91 to program and use RECOVER).</td>
</tr>
<tr>
<td>2</td>
<td>TV</td>
<td>Press FORMAT/* to change the aspect ratio of the HDTV screen. Press the button repeatedly to cycle through all of the available aspect ratios. See your user’s guide that came with your HDTV.</td>
</tr>
<tr>
<td>3</td>
<td>Number</td>
<td>Use the NUMBER PAD to change the channel or to select a menu option.</td>
</tr>
</tbody>
</table>

THE RECOVER BUTTON

Use RECOVER if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite receiver. 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 Troubleshooting on page 124 for information on solving problems).

Note: The remote must be programmed to control the TV (and VCR, if applicable) for RECOVER to work as described.

Note: 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 up to 30 times to recover your satellite TV video. If RECOVER is programmed to a specific channel (see page 91), RECOVER will tune the TV to the specific channel (for example, channel 60).
Programming the Recover Button for Remote Control 2

When your Remote Control 2 is shipped from the factory, RECOVER is set up to restore satellite TV viewing by tuning your TV (or VCR) to channel 3, 4, and other inputs. However, to use RECOVER with your remote TV (or VCR), you need to program RECOVER with the specific channel (for example, channel 60) that you use to watch TV2 programming. The following instructions describe how to program RECOVER to tune your remote TV (or VCR) back to a selected channel.

1. Program Remote Control 2 to control your remote TV (and VCR, if applicable) using the instructions in Controlling Other Components on page 81.

2. Press and hold the TV mode (or VCR, if applicable) button until all the other mode buttons light up, and then let go of the button. The TV flashes.

3. Press FORMAT/STAR (*).

4. Enter the two digits of your channel number. For example, if your remote TV (or VCR) is set to channel 60, enter 6-0.

5. Press POUND (#). The TV mode button flashes three times.

Using the Recover Button

The following setup is required to use RECOVER:

- The remote control must be set up to control the TV and, if installed, the VCR.
- If a VCR is installed, make sure it is connected as shown on page 115.
- On a remote TV, RECOVER must be programmed to tune your remote TV to the specific channel to receive TV2 programming (for example, channel 60), using the instructions on page 91.
1 Make sure the TV is on.

2 Press and hold RECOVER until all four mode buttons light, and then let go of the button. The SAT mode button flashes twice and then all four mode buttons flash three times.

3 Press RECOVER. Wait for the TV or VCR mode button to flash once and then all four mode buttons to flash once.

4 If you see the System Info screen, press SELECT to close the screen. You have recovered your satellite video.

5 If you do not see the System Info screen, repeat steps 2 and 3 until you have recovered your satellite video.

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

**Note:** If RECOVER is not programmed to a specific channel, 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 up to 30 times to recover your satellite TV video. If RECOVER is programmed to a specific channel (see page 91), RECOVER will tune the TV to the specific channel (for example, channel 60).
Removing the Recover Button Channel Programming

The following instructions describe how to reset RECOVER to restore satellite TV viewing by tuning your TV (or VCR) to channel 3, 4, and other inputs.

1. Press and hold the TV mode button until all the other mode buttons light up, and then let go of the button. The TV mode button flashes.
2. Press FORMAT/STAR (*).
3. Press 0-0-0.
4. Press POUND (#). the TV mode button flashes three times.
Chapter 10

Tips

**TIPS**

- If using a specific channel for TV2 (for example, channel 60), TV2's remote control must be programmed with a TV2 channel/input before you can use RECOVER.
- Place the channel sticker on the remote TV and write down the channel you use to watch DISH Network programming. The stickers are inside the front cover of this guide.
- If you don’t want to accidentally change channels on your TV or VCR, try programming the remote control in Limited Mode as described on page 81.
- Make sure you have a UHF antenna connected so you can use Remote Control 2. See page 17 for instructions.

**QUESTIONS**

- **My remote doesn’t control my receiver or other components. What should I do?**
  - Put the remote control is in the correct mode (page 81).
  - Check the remote control address (pages 79 and 85).
  - Check the batteries (page 17).
  - Check the UHF antenna (page 17).
  - Adjust the UHF antenna (page 80).
- **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 as described on page 78. If that doesn’t help, you may have to install a UHF attenuator as described on page 80.
Personalizing Your Satellite Receiver

Use the information in this chapter to customize your receiver.

- **Using Shared View**
- **Using Caller ID**
- **Changing Languages**
- **Using Closed Captioning**
- **Using Dolby® Surround Sound**
- **Changing the Program Guide Order**
- **Changing the Guide Display**
- **Resetting to Factory Defaults**
- **Scheduling Receiver Updates**
Chapter 11

Using Shared View

USING SHARED VIEW

Shared View is a feature of Single Mode that lets you activate the TV2 audio and video outputs to display the same programming as the TV1 outputs. While using this feature, both the Remote Control 1 and Remote Control 2 for your satellite receiver can control what is displayed on all TVs connected to the system. This feature is available only in Single Mode.

1 Make sure the receiver is in Single Mode as described on page 15.

Note: Make sure you are using Remote Control 1 and TV1 because you cannot enable or disable this feature using Remote Control 2.

2 Press MENU, select System Setup (6), and then select Shared View (2) to open the Shared View screen.

3 Select Enable View or Disable View.

Note: If you do not want to display programming on any other TV besides TV1 and you do not want Remote Control 2 to control the receiver, select Disable View. After you select Done, TV2 will show a screen that says Shared View is currently disabled.

4 Select Done.

USING CALLER ID

Caller ID displays on your TV the names of people and/or telephone numbers as they call you if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the Caller ID feature is enabled.
Caller ID Screens

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

You can select OK to eliminate the message. If you do nothing, it will disappear after 20 seconds.

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

Setting Up Caller ID Display

Use these instructions to enable or disable Caller ID.

1. Press MENU, select System Setup (6), Installation (1), and then Caller ID (2).
2. Select Enable Caller ID or select Disable Caller ID.
3. Select Done.
Chapter 11

Changing Languages

Using Caller ID History

Use the following instructions to view and delete numbers from your Caller ID History.

1. Press MENU, select System Setup (6), and then Caller ID History (4).
2. Use the Up and Down Arrows to scroll through the Caller ID History list.
3. Choose any of the following:
   - Delete to delete one phone number at a time.
   - Clear List to delete all phone numbers from the list.
4. Select Done.

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 video 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 video—not included on all channels and programs—is a feature for the visually impaired that describes what is happening during a program.
Receiver Customization

Using Closed Captioning

1 Press MENU, select Preferences (8), and then Alternate Audio (4).
2 Select the language you want in the Languages list.
   
   **Note:** If a program contains descriptive video, select Alternate.

3 Select Done.

**USING CLOSED CAPTIONING**

The receiver has many options for Closed Captioning, which allow you to change it to suit your needs. The receiver generates these closed captions directly onto the picture, so to enjoy their benefits you must enable closed captions on the receiver, not on your TV. However, if you prefer, you can still use the closed caption facility built-in to your TV if you are using the SD video outputs. Also, you can display closed captions when you play back programs recorded on the receiver's hard disk (DVR), even if you didn't have them turned on at the time the program was recorded.
Chapter 11
Using Dolby® Surround Sound

1 Press MENU, select Preferences (8), and then Closed Captions (8) to open the Closed Captioning menu.

2 Select Enable/Disable Captions (1). Enable/Disable Closed Captioning and then select Done.

3 Select your options from the Closed Captioning menu:
   • **Caption Font/Size (2)** - Select the font and size that makes the captioning comfortable to read. When finished making changes, select Done.
   • **Caption Colors (3)** - Sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy to see. When finished making changes, select Done.
   • **Caption Edge Style (4)** - Sets the edge style of the closed captioning text. When finished making changes, select Done.
   • **Captioning Service (5)** - Selects the service you want to use. When finished making changes, select Done.
   • **Caption Opacity (6)** - Choose from Provider, Transparent (see-through), Translucent (semi-see-through), Solid, and Flashing. When finished making changes, select Done.
   • **Reset CC Defaults (7)**.

USING DOLBY® SURROUND SOUND

Dolby Digital gives you the capability to enjoy programs in surround sound. 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.

The receiver uses an optical port for outputting digital audio. The optical output can provide two audio data types: Dolby Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound).
1 Connect an external Dolby Digital decoder to the receiver’s back panel Digital Audio Output using an optical cable (available at consumer electronics stores).

2 Press MENU, select System Setup (6), and then Dolby Digital (7) to open the Dolby Digital Setup screen.

3 Select one of the following optical output options:
   - **Dolby Digital Only** - Select this option if the stereo system or amplifier can decode only Dolby Digital and will not process Linear PCM signals. See your amplifier’s owner’s manual for more details on the amplifier (and see the following table).
   - **PCM Only** - Select this option only if the stereo system or amplifier cannot decode Dolby Digital signals.
   - **Dolby Digital/PCM** - Select this option only if the stereo system or amplifier can decode both Dolby Digital and Linear PCM 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:

<table>
<thead>
<tr>
<th>Optical Output Setting</th>
<th>Signal Present in Program</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dolby Digital</td>
</tr>
<tr>
<td>Dolby Digital Only</td>
<td>Dolby Digital</td>
</tr>
<tr>
<td>PCM Only</td>
<td>PCM (downmix)</td>
</tr>
<tr>
<td>Dolby Digital/PCM</td>
<td>Dolby Digital</td>
</tr>
</tbody>
</table>

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

   **Note**: If you have selected Dolby Digital Only but there is only PCM audio in the program, you will hear nothing. This also applies to the analog audio outputs.

4 Select one of the following:
   - **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.
   - **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.

5 Select the Done.
Chapter 11
Changing the Program Guide Order

CHANGING THE PROGRAM GUIDE ORDER

You can set up the Program Guide to list channels in descending order, with the highest channel number at the bottom, or in ascending order, with the highest channel number at the top.

Note: If you do not set a channel order, the Program Guide lists the channels in descending order.

1 Press MENU, select Preferences (8), and then Channel Order (7).
2 Select Ascending or Descending.
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, select Preferences (8), and then Guide Display (2).
2 Select from the guide display options.
3 Select Done.
Receiver Customization

Resetting to Factory Defaults

2 Check one of the following options:

- **Standard - Partial Guide with Video.** This option is preset when you first set up the receiver. 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.

- **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.

RESETTING TO FACTORY DEFAULTS

You can reset the receiver to discard any changes you have made to the receiver, except for remote control address settings and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except the All Chan and All Sub 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 (6), and then Factory Defaults (6). 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. Keep this feature enabled so that your DVR Events and DISH Pass Timers remain current.

**Note:** This feature does not interfere with scheduled timers.
1. Press MENU, select Preferences (8), and then Updates (5).
2. Use the UP and DOWN ARROWS to change the setting (Enable or Disable).
3. Use the UP and DOWN ARROWS to change the setting to a time that will not interfere with your TV watching schedule.
4. Select AM or PM.
5. Select Done.

**TIPS**

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

**QUESTIONS**

- **How can I see who has called me in the past?** Open your Caller ID History by pressing MENU, select System Setup (6) and then Caller ID History (4) on your remote control.
- **Why is my audio in another language?** You may have selected an alternate language. See the instructions on page 98 to change your preferred 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) by following the instructions on page 102.
Connections and Setup

Use the information in this chapter to connect your receiver to other equipment.

- **CONNECTING TO THE NEARBY HDTV (TV1)**
- **CONNECTING TO THE REMOTE TVs (TV2)**
- **CONNECTING TO YOUR DISH ANTENNA**
- **CONNECTING THE PHONE LINE**
- **CONNECTING A VCR TO THE REMOTE TV**
- **CONNECTING OFF-AIR ANTENNA/CABLE TV**
- **USING TROUBLESHOOTING TOOLS**
Chapter 12

Connecting to the Nearby HDTV (TV1)

CONNECTING TO THE NEARBY HDTV (TV1)

This section describes how to connect receiver TV1 output ports to a nearby HDTV. Select one of the following methods.

HDTV Digital Audio/Video Connections

The HDTV Digital Audio/Video connection provides high-quality audio and video to your HDTV or HD Monitor in one cable.

1 Connect an HDTV Digital Audio/Video cable between the HDTV Digital Audio/Video connection on the receiver and HDTV set or monitor. You may need to use the adapter provided with your receiver.

2 Turn on your receiver and TV using the front panel buttons.

3 Confirm that you are getting a picture from the receiver. Consult your HDTV user’s guide if you need to change your HDTV to display from the Digital Audio/Video input.

4 If you do not see a picture, see No Picture on the Nearby HDTV on page 107.

Note: In most cases connecting the Digital Audio/Video cable will provide 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.

5 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 Audio Outputs and audio input connections.
Connections and Setup
Connecting to the Nearby HDTV (TV1)

YPbPr Connections

The YPbPr connections provide high-quality video to your HDTV or HD monitor.

1. Connect between the YPbPr component connections on the receiver and the nearby HDTV using component video cables.

2. Connect audio (red and white) RCA-type cables between the receiver Audio Outputs and audio input connections that go with the YPbPr connectors on your HDTV or monitor.

3. If you do not see a picture, change the resolution setting on the receiver.

4. Turn up the volume on your HDTV and confirm you have sound. Check the RCA-type connections if you don’t have sound.

No Picture on the Nearby HDTV

This section will help you make a picture on the nearby HDTV in the event that you could not do so in the previous sections.

1. Connect RCA-type cable connections between the receiver TV2 Out and the Nearby HDTV.

2. Make sure the receiver and nearby HDTV are on.

3. Make sure the nearby HDTV is set to display TV2. Look on the back of your HDTV and consult your HDTV user’s guide.

4. Make sure you have the remote control antenna attached as described on page 17.

5. On the receiver front panel, press SYS INFO.

6. On Remote Control 2, press RECORD.

7. Change the HDTV settings as described on page 108.

8. Switch to the nearby HDTV to display TV1. If you have a picture from TV1, you are finished.

9. Repeat steps 6 through 8 until the nearby HDTV displays video from the receiver.
Chapter 12

Connecting to the Nearby HDTV (TV1)

Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH Network programming, you will be able to receive HD programs to watch. Use the following steps to select the desired HDTV format.

1. Consult your HDTV user’s guide for the HD format resolution that the TV supports (1080i or 720p).
2. Press MENU, select System Setup (6), and then HDTV Setup (8) to open the receiver HDTV Setup screen.
3. Select the HD format settings (Analog Type and TV Type) that matches the format your TV supports.
4. While in this menu, select the Aspect Ratio option that matches your TV:
   - 16x9 is the setting for wide screen HDTV display.
   - 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, such a TV will not show black bars at the top and bottom, and the picture will appear tall and skinny.
5. Press Done.
6. If required, set up the HDTV to display in the format you desire. Some HDTVs will automatically adjust to the resolution setting of the receiver.
Connections and Setup

CONNECTING TO THE REMOTE TVS (TV2)

This section describes how to connect the receiver CH 21–69 Out connection to the cable-ready remote TV located in another room away from the receiver. This installation uses your in-home cable system. If your house does not have built-in cabling, it will be necessary to run cables from the receiver to each remote TV. Due to the difficulty of this installation, you should consider having this professionally installed. Call DISH Network at 1-800-333-DISH (3474).

Connecting Other TV(s) (TV2)

When connecting to the home distribution (CH 21–69 Out) coaxial port, you must meet the FCC requirements in the Appendix. To meet these requirements, an in-line coaxial attenuator has been included with your receiver and may need to be installed using the following guidance:

- If connecting to your in-home cabling system to distribute the signal to a TV(s) in other rooms, in most cases you will not have to install the attenuator on the CH 21–69 port for typical in-home cabling systems.
- If connecting directly to a nearby TV tuner port, you must install the attenuator in the cable between the CH 21–69 Out port and the TV tuner.

If you have an off-air antenna or cable connected to your in-home cable system, see Connecting Off-Air Antenna/Cable TV following this section.

Make sure you are familiar with how to change channels on your TV and if necessary how to switch your TV between off-air and cable channels. During this procedure, it will be necessary to change the channels on your TV(s) to tune to these channels to see the video from the receiver. See your TV user’s guide for instructions.
Chapter 12

Connecting to the Remote TVs (TV2)

1. Connect the tuner input of the remote TV(s) in other rooms to an existing wall cable outlet using a coaxial cable.
2. Turn on every remote TV connected to the in-home cabling system.
3. Find three channels next to each other on one of your remote TVs that do not pick up any signals from off-air or cable broadcasts (they should show nothing but snow or static). These channels must fall in one of the two ranges below. For example, if you find that cable channels 75, 76, and 77 do not pickup any broadcasts, pick these channels since they fall into the range below for cable channels. Make sure these three channels on other remote TVs also do not pick up broadcasts.
   - **Air Mode** - Select a channel between 21 and 69 if your TV(s) will be set in Air Mode.
   - **Cable Mode** - Select a channel between 73 and 125 if your TV(s) will be set in Cable Mode.

   **Note:** The remote TV(s) will have to be set to the same channel mode, either off-air or cable channel mode for this installation. See your TV user's guide for instructions on how to set your TV to off-air or cable channel modes.
4. Pick the channel in the middle of the three you selected in step 3. Write that channel down in the blank provided in step 5. For example, if the three channels you picked in the preceding step were air channels 60, 61, and 62, pick channel 61 and write it in space provided step 5.
5. If your TV is in off-air mode for the channels you picked in step 4, circle "Air" below. If your TV is in cable mode for the channels you picked in step 4, circle "Cable" below.

   **Channel:** Air/Cable

   **Air/Cable**

6. Set all of your remote TV(s) to the channel mode (Air or Cable) you wrote in step 5.
7. Tune all of your remote TV(s) to the channel you wrote in step 5. This is the channel you will use to receive your satellite programming.
8. Connect CH 21-69 Out on the receiver to your existing wall cable outlet using a coaxial cable.

   **Note:** If you do not have an existing in-home cable system, you will need to run coaxial cable to each TV in other rooms. If this is too difficult, you may want to contact a professional to do this installation.
9. Place the yellow sticker on the CH 21-69 Out cable near where the cable attaches to the receiver. The stickers are located inside the front cover of this guide.
10. Turn on the nearby HDTV (the TV that gets programming from the TV1 outputs).
11. Make sure the receiver's green TV1 indicator is on.
12. Press MENU. Select System Setup (6), Installation (1), and then Modulator Setup (5).
13 With the Modulator Setup screen displayed on the nearby HDTV, use Remote Control 1 to do the following:
   a Under TV2 Out, select either Air (for off-air channel numbers) or Cable (for cable channel numbers) based on what you wrote down in step 5.
   b Under TV2 Out, use the UP and DOWN ARROWS to change the modulator channel to the one you wrote in step 5.
   c Select Done.
14 For some TVs, you must run a channel scan so that the TVs will find and display the selected channel from the receiver. Run channel scan on all remote TV(s), if available. See your TV user’s guide for instructions.
15 Confirm that you see a picture from the receiver TV2 output on your remote TV(s).
   • If your picture looks good, go to step 23.
   • If your TV(s) do not have a picture or if it is not as clear as you would like it to be, go to the next step.
16 You may need to change the cable connection on the splitter that sends the TV signal throughout your house. The change that needs to be made is move the cable coming from the receiver CH 21-69 Out from the output of the splitter to the input of the splitter using the instructions that follow.

The following figure shows an example of what your splitter may look like. Your splitter may look different. The places where the splitter indicates Out refers to all TVs connected to your cable system. The places where the splitter indicates In refers to where the TV signal is fed into the splitter.

17 Find where the TV signal is distributed throughout your house. It should be near where the cable TV service enters the house.
18 Disconnect the cable TV service cable or antenna cable from the splitter input, if necessary. Make sure the disconnected cable is capped or otherwise protected from the weather.
Chapter 12

Connecting to Your Dish Antenna

19 Disconnect the cable coming from the receiver CH 21–69 Out port from the splitter. If you do not know which cable this is, go to the next step. Otherwise, go to step 21.

20 If you have multiple TVs on the cable system, do the following to determine which cable on the splitter is coming from the receiver:
   - If you have at least some picture on your TV(s), turn on all remote TVs connected to the cable system. Disconnect and reconnect each cable one by one observing what happens to the TV(s). When all remote TVs lose the signal, you have disconnected the receiver’s cable. If only some or one TV loses the signal, then you have disconnected a cable from the TV(s).
   - If the above step does not work, disconnect one of the output cables and connect to the splitter input. If you do not see a picture, connect the cable back to its output. Repeat this step on every connection until you get a picture on the remote TV(s).

21 Reconnect the receiver’s cable to the input of the splitter.

22 Make sure you have a good picture on your remote TV(s).

23 If desired to remind you of which TV channel your satellite programming is on, write the channel number you wrote in step 5 on a blank channel sticker and place it on or near your remote TV(s). The stickers are inside the front cover of this guide.

24 Confirm Remote Control 2 controls the receiver. See page 79 for instructions.

25 Program Remote Control 2’s RECOVER to the channel you selected in step 5. See page 91 for instructions.

**CONNECTING TO YOUR DISH ANTENNA**

1 Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding sections on connecting your TVs to the receiver.

2 Connect two RG-6 coaxial cables between the Satellite In 1 and Satellite In 2 ports on the receiver’s back panel to two available ports on either your switch or your LNBF in your existing system.
Connections and Setup

Connecting the Phone Line

Note: If you are installing your receiver into 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. However, you must use only RG-6 coaxial cables rated up to at least 2150 MHz. Some cables may say “Swept tested for 2150 MHz.” If you have any doubt about this, ask your DISH Network retailer, or look on the container the cable came in. Do not use cable company TV cables or cables from other satellite TV systems not rated up to at least 2150 MHz. These other cables may cause signal loss. Do not use existing cables such as RG-59. Use waterproof F-connectors outdoors.

3 Peel off the blue stickers and affix them to the cables close to where they connect to the Satellite In 1 and Satellite In 2 connections on the back of the receiver. The stickers are in the front cover of this guide.

4 On Remote Control 1, press Menu, select System Setup (6), Installation (1), and then Point Dish (1) to display the Point Dish screen on the nearby HDTV.

5 Select Check Switch. Select Test.

6 The receiver begins performing the Check Switch tests. When it is finished, the Installation Summary screen displays.

7 Make sure that the information on the Installation Summary screen identifies your system correctly and shows all transponders for all satellites in your system.

8 Select OK to go to the Point Dish/Signal screen.

9 Select Cancel to exit the Point Dish menu. At this point, the receiver may walk you through a procedure to download software. If this prompt displays, follow the instructions and do not disturb the receiver until the nearby HDTV is displaying DISH Network video. Otherwise, press View TV. After a few minutes, you should be watching TV.

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 DISH Home Interactive features, or 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.

Note: 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

Run a telephone cable with a standard RJ-11 connector from the receiver’s back panel Phone Jack to an active telephone connection.
Chapter 12

Connecting the Phone Line

Phone System Setup

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

1. Pressing MENU, then select System Setup (6), Installation (1), and then Phone System (4).

2. Select the Touch Tone or the Rotary Phone option in the Phone Type list.

3-4. Select either the No Prefix or Prefix Code option in the Outside Line Prefix list.

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.

4. If you selected No Prefix, select Done.

5. If you selected Prefix Code, the receiver highlights the box where you must enter the exact sequence you dial the phone to obtain an outside line.

6. Select Done.
**CONNECTING A VCR TO THE REMOTE TV**

The diagram below provides example of how to connect VCRs to your satellite TV system.

1. Connect the tuner input of the remote VCR to an existing wall cable outlet using a coaxial cable.
2. Connect a coaxial cable from the output on the VCR to the remote TV’s tuner port.
3. Plug in and turn on the remote VCR and TV.
4. Tune the remote VCR to the remote TV channel that you use to watch satellite TV programming (for example, channel 60) as set on page 110.
5. Write the channel number you tuned your VCR to in the previous step on one of the TV2 channel stickers. Place the sticker on or near the VCR. This sticker will remind you which VCR channel to use to watch satellite programming. The stickers are located in the inside front cover of this guide.
6. Set the VCR output to channel 3 or 4.
7. Tune the remote TV to the same channel that you set your VCR to in step 6.
8. Write the channel number you tuned your TV to in the previous step on one of the TV2 channel stickers. Place the sticker on or near the TV. This sticker will remind you which channel to use to watch satellite programming. The stickers are located in the inside front cover of this guide.

For this installation, always leave your VCR powered on so that the TV can receive satellite programming. If you turn off your VCR, your TV will not be tuned to the correct channel to receive satellite programming.
Chapter 12

Connecting Off-Air Antenna/Cable TV

CONNECTING OFF-AIR ANTENNA/CABLE TV

If you want to receive channels from an off-air antenna or cable in addition to your satellite receiver programming, connect the off-air antenna/cable into your TV distribution equipment.

- The 8VSB TV Antenna/Cable In on your receiver's back panel can be used to receive and view programming on the nearby HDTV from an off-air antenna or cable service.

- Connect a VHF/UHF off-air antenna or analog cable TV source to the 8VSB TV Antenna/Cable port. Peel off the black sticker and affix it to the cable close to where it connects to the back of the receiver. The stickers are inside the front cover of this guide.

- Not all off-air broadcasts can be recorded with your receiver.

- The remote TV can view to off-air channels only in Single Mode.

- For remote TVs receiving programming from CH 21-69 Out, the off-air antenna needs to be connected to your TV distribution equipment. When adding this connection, the FCC requires that you install appropriate equipment between the off-air antenna/cable and the satellite TV receiver to prevent you from accidentally retransmitting DISH Network programming (see FCC Compliance in the Appendix). TV distribution equipment devices include coax panels, amplifiers or super home nodes, and are available through many companies. See www.dishnetwork.com for a list of approved equipment.

- You can add local off-air channels and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner in much the same way as you would 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 an outdoor antenna per the National Electrical Code (NEC) and any local electrical codes.

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

Scanning for Off-Air Channels

With your off-air antenna adjusted for best reception, use these instructions to scan for off-air channels for the nearby HDTV.

1. Make sure you have your off-air antenna connected to the receiver’s 8VSB TV Antenna/Cable connection.
2. Press MENU, select System Setup (6), and then Local Channels (9) to open the Local Channels screen. If this is the first time you have opened this screen, it will have no channels listed.
3. Scan for channels by selecting Scan Locals. When the Local Channels screen displays, select Yes.
4. The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found.
5. Select OK to go back to the Local Channels screen.

Note: If the channel number says None, you have not yet assigned this channel a network affiliation or name. 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 off-air channels, continue on. If you do not want to name your off-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.
8. Use the virtual keyboard on the screen to select the letters of your channel name.
9. When you are finished making changes, select Done.
Chapter 12

Connecting Off-Air Antenna/Cable TV

Peaking Your Off-Air Antenna

1. Press MENU, select System Setup (6), and then Local Channels (9) to open the Local Channels screen.
2. Highlight the Channel field and use the UP and DOWN ARROWS to select a digital off-air channel. Make sure you see a green signal strength bar and a Locked indication on the 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 to a better position.

Using Local Satellite Channels

If you subscribe to the local satellite channels and want to see them in the Program Guide by broadcast number, enable the Sat Locals feature. Otherwise, the local satellite channels will display in the four-digit channel range.

Note: Digital off-air channels display in the guide at the broadcast channel regardless of the setting you choose here.

1. Press MENU, select System Setup (6), and then Local Channels (9).
2. Select Sat Locals.
3. Select Enable or Disable.
4. Select Done.
Transmit Channel Numbers

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at www.nab.org. On this web page, go to www.nab.org/Newsroom/Issues/digitaltv/DTVstations.asp for a listing of digital broadcast stations and their Transmit Channel numbers.

Note: Where Transmit Channel is displayed by the receiver, the NAB web page uses the term 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.

About Off-Air TV Broadcasts

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

• The distance between the broadcast station and your home (the farther 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.
• You may be able to receive a poor analog signal but not be able to receive a digital signal at all.
Chapter 12

Connecting Off-Air Antenna/Cable TV

To get the best possible digital signal reception, make sure you use the best off-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.

The Consumer Electronics Association maintains a website, www.antennaweb.org, that you can visit for help in choosing an antenna. You may want to contact a professional TV antenna installer for advice or help in choosing, installing, and aiming an antenna. Keep in mind, digital off-air TV broadcasting is in its infancy. So, digital off-air service may be interrupted because:

- Broadcasters are testing digital signals, and may stop broadcasting without notice.
- Many broadcasters do not yet have permanent broadcast stations and may be operating at less than full power.
- Broadcasters are not legally required to provide full-time digital signals for several years.
- Some digital channels do not broadcast all the time.

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

Your receiver has troubleshooting tools that a Customer Service Representative may ask you to use if you should ever run into problems while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when on the phone with a DISH Network representative.

Resetting Your Receiver

Reset your receiver as directed by the Customer Service Representative as follows:

1. Press and hold the front panel POWER until only the green TV 1 indicator is lit.
2. Let go of the front panel POWER.

It will take a few minutes for your receiver to reset and come back on. When you reset your receiver, your receiver may have to download an updated Program Guide. If this is the case, it may take longer for the receiver to come back on.

Diagnostics

The Customer Service Representative may ask you to open the Diagnostics screen. Remember to have an active phone line connected to your receiver.

Press MENU, select System Setup (6), and then select Diagnostics. The Diagnostics screen shows you various tests the Customer Service Representative may ask you to perform on your receiver:

- **Connection** - Tests for a valid receiver phone connection.
- **Dial Out** - If “No Dial Out Pending” is displayed, the receiver does not need to have its smart card records updated.
- **Counters** - Shows you a list of diagnostic counters. Use PAGE UP and PAGE DOWN to scroll through the list of counters displayed.

Select Done.
Chapter 12

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.

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, while red indicates the signal is not acceptable or is from the wrong satellite.
5. Select Check Switch to display the Installation Summary screen. The Installation Summary screen tells you if you are receiver signals from the satellites and which multi-dish switches you have installed, if any.
6. Select Test only if directed by the Customer Service Representative.
7. Select Done.
Troubleshooting and Device Codes

- 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. These tables cover many problems, usually with a simple solution for each one. 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 Resetting Your Receiver on 116.
4 Make sure your TV is tuned to the correct channel or input. Use RECOVER as described on 56.
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. Follow the instructions on page 28.
6 Make sure your receiver is connected to an active telephone line. See the instructions on page 38.
7 Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.).
8 For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see www.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 Information screen to find these numbers (See Ordering your Programming). Also, write down any error messages that the receiver displays on the television screen.
## Message Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>There may be a problem with the multi-dish switch.</td>
<td>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). Run Check Switch as described on page 122. If this does not work, call the Customer Service Center at 1-800-333-DISH (3474) for help.</td>
</tr>
<tr>
<td>002</td>
<td>Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.</td>
<td>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 <strong>Point Dish screen</strong> as described on page 122. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.</td>
</tr>
<tr>
<td>003, 004</td>
<td>The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.</td>
<td>Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length. If your entire system is DISH Pro, it can be as much as 200 feet. If it is a Legacy system, it should not be more than 100 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). If this does not work, do the Check Switch test described on page 122.</td>
</tr>
<tr>
<td>005</td>
<td>The receiver may not yet have been electronically linked with the system, via the satellite signal. 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.</td>
<td>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 <strong>Signal Strength</strong> bar in the <strong>Point Dish screen</strong> is green and displays the word <em>Locked</em>, as described on page 122. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.</td>
</tr>
<tr>
<td>006</td>
<td>The receiver may not be connected to an active telephone line.</td>
<td>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.</td>
</tr>
<tr>
<td>011, 012</td>
<td>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.</td>
<td>Remember that the program providers specify which programs are “blacked out” for which viewers, not DISH Network.</td>
</tr>
<tr>
<td>013, 014</td>
<td>You may have tried to tune to a program on a channel which you have not bought.</td>
<td>You must buy a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake.</td>
</tr>
</tbody>
</table>
## Troubleshooting Tables

### Message Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>015</td>
<td>You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.</td>
<td>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, as described on page 122. If not, contact your installer to re-aim the satellite dish.</td>
</tr>
<tr>
<td>018</td>
<td>The receiver may not be connected to an active telephone line.</td>
<td>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 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.</td>
</tr>
<tr>
<td>022</td>
<td>The receiver may not yet have been electronically linked with the system, via the satellite signal. 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.</td>
<td>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, as described on page 122. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.</td>
</tr>
<tr>
<td>026</td>
<td>The receiver may have temporarily lost the satellite signal.</td>
<td>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, as described on page 122. If not, contact your installer to re-aim the satellite dish.</td>
</tr>
<tr>
<td>028</td>
<td>The receiver may need to get new software before you can use it to order pay per view programs.</td>
<td>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.</td>
</tr>
<tr>
<td>059</td>
<td>You may have tried to close an installation menu without having done the Check Switch test.</td>
<td>If your setup includes a multi-dish switch, you must run the Check Switch test as described on page 122.</td>
</tr>
<tr>
<td>060</td>
<td>You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.</td>
<td>Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 122. 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.</td>
</tr>
<tr>
<td>061</td>
<td>You may have set up the receiver to accept a transmission (a “download”) of the latest operating software via the satellite signal.</td>
<td>It is very important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do not disturb or unplug the receiver during this time.</td>
</tr>
</tbody>
</table>
### Message Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>074</td>
<td>- 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.</td>
<td>- Wait a few minutes and then try again to enter the password. <strong>Note:</strong> 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.</td>
</tr>
<tr>
<td>078, 079, 080</td>
<td>- You may not have connected the receiver to an active telephone line, or the telephone line may be defective.</td>
<td>- Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. <strong>Note:</strong> To be able to order pay per view programs, you must keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to each receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center at 1-800-333-DISH (3474).</td>
</tr>
<tr>
<td>093</td>
<td>- You may have set up the receiver to reset itself back to the “factory defaults,” that is, the settings it had when it was shipped from the factory.</td>
<td>- If you want to reset the receiver to its factory default settings, select the Yes option. If not, select the No option.</td>
</tr>
</tbody>
</table>

### Changing Channels

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.</td>
<td>- You may have made a mistake entering the channel number, or the channel number you entered may be invalid.</td>
<td>- Carefully try entering again the channel number you want.</td>
</tr>
<tr>
<td>You are scanning up or down through the channels, and the receiver is skipping channels that you know you have subscribed to.</td>
<td>- If so, the channel displayed is the closest possible to the channel you entered.</td>
<td>- Select All Chan as the active Favorites List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).</td>
</tr>
<tr>
<td></td>
<td>- 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 suggesting that you might want to subscribe to the channel.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If you have set up the Program Guide to hide adult channels and the receiver is locked, the receiver will skip such channels.</td>
<td></td>
</tr>
</tbody>
</table>
## Troubleshooting Tables

### Remote Control

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You cannot find the remote control.</td>
<td>• N/A</td>
<td>• Use the receiver front panel Control Buttons to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Customer Service Center to order a replacement.</td>
</tr>
<tr>
<td>When you press a button on the remote control, the receiver does not do what you expect.</td>
<td>• The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. • You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate.</td>
<td>• If the batteries are missing or dead, insert fresh AAA-size batteries. • Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus.</td>
</tr>
<tr>
<td>Your UHF Pro remote control does not work well from far away.</td>
<td>• You may be experiencing interference from objects near your receiver antenna.</td>
<td>• Make sure the UHF antenna is connected to the receiver and not touching anything else. • Vary the tilt angle of the receiver's UHF antenna. Locate the UHF antenna tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. • Move the receiver to different locations. For best results, place the receiver as high as possible, above all other equipment in your entertainment center. • Place the UHF antenna outside the entertainment center by using a coaxial cable to connect it to the receiver.</td>
</tr>
<tr>
<td>When you press the remote control Power button to turn the receiver ON, the receiver front panel Power light does not light up.</td>
<td>• Other lights are too bright. • 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. • You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. • If the receiver is in Single Mode, the TV2 indicator will not light.</td>
<td>• Try other remote control buttons to see if the receiver is responding. • 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. See page 78 for information on changing the remote control address. • Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus. • This is normal. No action required or switch to Dual Mode.</td>
</tr>
</tbody>
</table>
### Remote Control

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You use an IR extender (not a &quot;mouse tail&quot;), and it does not seem to work.</td>
<td>• The IR sensor on the extender that receives the remote control signals may not be facing the remote control.</td>
<td>• Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals.</td>
</tr>
<tr>
<td></td>
<td>• The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel.</td>
<td>• Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals.</td>
</tr>
<tr>
<td></td>
<td>• You are using Remote Control 2 which does not transmit IR signals.</td>
<td>• If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Use an IR extender only with Remote Control 1 which uses IR signals.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Use the correct remote control.</td>
</tr>
</tbody>
</table>

### Program Guide or the Browse Banner

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Program Guide, some channels have a red background.</td>
<td>• Red means that you have not subscribed to that channel. You must subscribe to a channel before you can tune the receiver to it.</td>
<td>• If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).</td>
</tr>
<tr>
<td>You try to display future programs in the Program Guide or Browse Banner, but find you cannot.</td>
<td>• The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present.</td>
<td>• Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.</td>
</tr>
<tr>
<td>You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.</td>
<td>• 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.</td>
<td>• Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.</td>
</tr>
<tr>
<td>When you are using the Program Guide or Browse Banner, some channels are missing.</td>
<td>• You may have applied a Favorites List other than the list named All Chan.</td>
<td>• 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, or the All Sub list, which includes all subscribed channels.</td>
</tr>
<tr>
<td></td>
<td>• You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels</td>
<td>• Unlock the receiver for the Program Guide to display adult channels.</td>
</tr>
</tbody>
</table>
## Troubleshooting Tables

### Watching A Program

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>The receiver front panel Power light is on, but the TV image:</td>
<td>• The TV set may not be working properly</td>
<td>• Make sure that the TV set is plugged into an electrical outlet.</td>
</tr>
<tr>
<td>• is black (no picture)</td>
<td>• The TV may be connected to the wrong input</td>
<td>• Make sure the outlet has electrical power.</td>
</tr>
<tr>
<td>• is frozen</td>
<td>• If the TV and the receiver are working properly, there may be interference with the satellite signal.</td>
<td>• Make sure that the TV is tuned on and tuned to the correct input.</td>
</tr>
<tr>
<td>• has break-ups</td>
<td>• You have selected an HD mode your HDTV does not support.</td>
<td>• Make sure that the TV brightness and contrast are adjusted correctly.</td>
</tr>
<tr>
<td>• has “snow,”</td>
<td>• The TV set may not be working properly.</td>
<td>• Make sure that the TV is connected properly to the receiver.</td>
</tr>
<tr>
<td>• shows small squares of various colors</td>
<td>• If the TV and the receiver are working properly, there may be interference with the satellite signal.</td>
<td>• Make sure that the TV’s text mode and closed captioned features are turned off.</td>
</tr>
<tr>
<td></td>
<td>• You have selected an HD mode your HDTV does not support.</td>
<td>• Check that the system has been installed correctly.</td>
</tr>
<tr>
<td></td>
<td>• The TV set may not be working properly.</td>
<td>• Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables).</td>
</tr>
<tr>
<td></td>
<td>• Make sure that the TV is tuned on and tuned to the correct input.</td>
<td>• Make sure that the satellite dish has a clear line of sight to the satellite.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that the TV brightness and contrast are adjusted correctly.</td>
<td>• Check whether branches or leaves have grown into the line of sight.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that the TV is connected properly to the receiver.</td>
<td>• Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 122. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that the TV’s text mode and closed captioned features are turned off.</td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• Check that the system has been installed correctly.</td>
<td>• Refer to your HDTV user’s guide.</td>
</tr>
<tr>
<td></td>
<td>• Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables).</td>
<td></td>
</tr>
<tr>
<td>The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture:</td>
<td>• The TV set may not be working properly.</td>
<td>• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly.</td>
</tr>
<tr>
<td>• has sparkles or is grainy</td>
<td>• If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned.</td>
<td>• Make sure that the TV is connected properly to the receiver.</td>
</tr>
<tr>
<td>• has a herringbone pattern</td>
<td>• looks “washed out” or fuzzy.</td>
<td></td>
</tr>
<tr>
<td>• lacks color or vertical hold</td>
<td>• wobbles</td>
<td></td>
</tr>
<tr>
<td>• wobbles</td>
<td>• has a herringbone pattern</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• lacks color or vertical hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• wobbles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• looks “washed out” or fuzzy.</td>
<td></td>
</tr>
</tbody>
</table>
## Troubleshooting Tables

### Watching A Program

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>A “black box” fills almost all of the TV screen.</td>
<td>• You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.</td>
<td>• Using the TV remote control and/or menus displayed by the TV (not the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.</td>
</tr>
<tr>
<td>The TV screen is all blue.</td>
<td>• You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.</td>
<td>• Check your TV owner’s manual for the correct TV input to use for the signal output from the receiver.</td>
</tr>
</tbody>
</table>

### Favorites Lists

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You press the remote Guide button while the Program Guide is displayed. You find that you can apply only the All Chan list or the All Sub list.</td>
<td>• If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan list or the All Sub list.</td>
<td>• You must add channels to a custom Favorites List before you can apply it.</td>
</tr>
<tr>
<td>You try to change the All Chan list or the All Sub list. The receiver displays an ERROR message.</td>
<td>• The receiver will not allow you to change the All Chan list or the All Sub list.</td>
<td>• Choose another list to change. Note: You can change the All Sub list by changing what channels you buy.</td>
</tr>
<tr>
<td>You try to apply an empty Favorites List. The receiver displays an ERROR message.</td>
<td>• The receiver will not allow you to apply an empty list.</td>
<td>• Choose another list to apply, or add at least one channel to the empty list.</td>
</tr>
<tr>
<td>A Favorites List does not show channels that you know you have added to it.</td>
<td>• If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favorites List will not show such channels.</td>
<td>• Unlock the receiver for the list to show adult channels.</td>
</tr>
</tbody>
</table>
# Troubleshooting Tables

## Timers

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You try to set up an event timer and the receiver displays a message noting that the program is locked.</td>
<td>• You must enter the password before you can create an event timer for a locked program.</td>
<td>• To be able to set up an event timer for the program, first enter the password.</td>
</tr>
<tr>
<td>You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.</td>
<td>• You must order a pay per view event before you can create an event timer for it.</td>
<td>• To be able to set up an event timer for the event, first order it.</td>
</tr>
<tr>
<td>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.</td>
<td>• You already have set up the maximum number of event timers.</td>
<td>• To be able to set up a new event timer, delete one of the event timers you set up earlier.</td>
</tr>
<tr>
<td>You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.</td>
<td>• You may have set up a Reminder but what you should have set up is an Auto-Tune or a DVR timer.</td>
<td>• 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 starts the hard disk. A DVR timer can operate only if the receiver memory has enough space.</td>
</tr>
<tr>
<td>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.</td>
<td>• You may have set up a timer with an incorrect frequency.</td>
<td>• 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.</td>
</tr>
<tr>
<td>You set up an event timer, but the timer does not operate at all.</td>
<td>• You may have several timers set up for the same time and the event timer you set is at a lower priority than others</td>
<td>• Check the Priorities as described on page 68</td>
</tr>
<tr>
<td></td>
<td>• You may have selected New Episodes and the timer you set was for an episode that is not new.</td>
<td>• Check the Timer Frequency as described on page 68.</td>
</tr>
<tr>
<td>You set up a DISH Pass Timer and you notice that you have no space left on your DVR Event List.</td>
<td>• The DISH Pass Timer may have included more matching programs than what you expected.</td>
<td>• Delete that DISH Pass Timer and begin again. See page 74.</td>
</tr>
<tr>
<td>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.</td>
<td>• Stopping the event timer applies only to the current showing of the program.</td>
<td>• 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.</td>
</tr>
<tr>
<td>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.</td>
<td>• 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.</td>
<td>• If you want an automatic event timer to start and stop according to a specific program, avoid editing that event timer.</td>
</tr>
</tbody>
</table>
**Timers**

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You try to set up a manual event timer. The receiver displays an Error message.</td>
<td>• You may have tried to set a manual event timer with invalid start or stop times.</td>
<td>• Review the rules on start and stop times for manual event timers.</td>
</tr>
<tr>
<td>The receiver does not display the program name for a manual event timer.</td>
<td>• The receiver may not be able to display a program name for a manual event timer.</td>
<td>• Use the Program Guide or a printed schedule to find the program name.</td>
</tr>
<tr>
<td>You set an event timer. The event timer misses the beginning or the end of a program.</td>
<td>• The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.</td>
<td>• 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.</td>
</tr>
</tbody>
</table>

**Hearing A Program**

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>• 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.</td>
<td>• 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.</td>
</tr>
<tr>
<td>You hear a foreign language with a program.</td>
<td>• You may have set the receiver to select an alternate audio language. The program may be in a foreign language.</td>
<td>• Use the Alternate Audio Language menu to select the language that you prefer.</td>
</tr>
</tbody>
</table>

**Caller ID**

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID is not working.</td>
<td>• 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.</td>
<td>• 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. • Verify that you have enabled the Caller ID option on the View Preferences screen.</td>
</tr>
</tbody>
</table>
## Troubleshooting Tables

### Telephone for Voice/Data/FAX

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>While you are making a telephone call, you hear “clicks.”</td>
<td>• The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.</td>
<td>• 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.</td>
</tr>
<tr>
<td>You pick up the telephone to make a call, but you do not hear a dial tone.</td>
<td>• The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.</td>
<td>• Hang up, and then pick up the telephone again to get a dial tone.</td>
</tr>
<tr>
<td>Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.</td>
<td>• The receiver was calling the Customer Service Center to send pay per view information. 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.</td>
<td>• Re-send the FAX or modem transmission.</td>
</tr>
<tr>
<td>Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.</td>
<td>• The receiver may have tried to call the Customer Service Center to send pay per view purchase information 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.</td>
<td>• Have the sender resend the FAX or modem transmission.</td>
</tr>
</tbody>
</table>

### Locks

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.</td>
<td>• You may not have locked the receiver.</td>
<td>• You must lock the receiver to apply any lock that you have set.</td>
</tr>
<tr>
<td>You forgot the password, so that you are unable to unlock the receiver.</td>
<td>• You may not have written down the password, to keep it in a safe place.</td>
<td>• Call the Customer Service Center at 1-800-333-DISH (3474. You must provide the following information: (1) your name, (2) your address, (3) your telephone number, (4) and the receiver serial identification number.</td>
</tr>
</tbody>
</table>
## Buying a Pay Per View Program

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone orders a pay per view program without your permission.</td>
<td>• You may have been away from the receiver, and someone else used it.</td>
<td>• 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.</td>
</tr>
<tr>
<td>You find that you are not able to order a pay per view program.</td>
<td>• The receiver may not be connected to an active telephone line.</td>
<td>• 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.</td>
</tr>
<tr>
<td>You find that you are not able to cancel a pay per view program.</td>
<td>• You ordered a pay per view program, and then decided not to watch it.</td>
<td>• You cannot cancel an order for a pay per view program, whether it was just ordered or ordered earlier.</td>
</tr>
<tr>
<td>Your setup includes more than one receiver. You order a pay per view program,</td>
<td>• You ordered a pay per view program, and want it to be available via all the receivers in your setup.</td>
<td>• If you want to watch a pay per view program on TVs connected to up to six receivers, you must order the program for each receiver but you only pay for the program once.</td>
</tr>
<tr>
<td>but it does not appear via all of the receivers.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Menus

<table>
<thead>
<tr>
<th>What Is Happening</th>
<th>Possible Reason</th>
<th>What to Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>You were using a menu, and it suddenly closed.</td>
<td>• 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.</td>
<td>• Start over again.</td>
</tr>
</tbody>
</table>
### 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, some codes may operate some but not all buttons shown in this guide.

#### TV Codes

If programming in AUX mode, Press 0 before entering the TV code.

<table>
<thead>
<tr>
<th>TV Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-Mark</td>
<td>620</td>
</tr>
<tr>
<td>Action</td>
<td>662</td>
</tr>
<tr>
<td>Admiral</td>
<td>514</td>
</tr>
<tr>
<td>Akio</td>
<td>727</td>
</tr>
<tr>
<td>Akai</td>
<td>761</td>
</tr>
<tr>
<td>Aiko</td>
<td>570</td>
</tr>
<tr>
<td>Altron</td>
<td>857</td>
</tr>
<tr>
<td>Anantial</td>
<td>505</td>
</tr>
<tr>
<td>ADC</td>
<td>505</td>
</tr>
<tr>
<td>Apex</td>
<td>743</td>
</tr>
<tr>
<td>Archer</td>
<td>620</td>
</tr>
<tr>
<td>Audiovox</td>
<td>820</td>
</tr>
<tr>
<td>Beaux &amp; Hawaii</td>
<td>580</td>
</tr>
<tr>
<td>Bioksonic</td>
<td>562</td>
</tr>
<tr>
<td>Capethar</td>
<td>519</td>
</tr>
<tr>
<td>Teknes</td>
<td>505</td>
</tr>
<tr>
<td>Classic</td>
<td>459</td>
</tr>
<tr>
<td>Colorftime</td>
<td>573</td>
</tr>
<tr>
<td>Contixo/Conyx</td>
<td>541</td>
</tr>
<tr>
<td>Craig</td>
<td>536</td>
</tr>
<tr>
<td>Crown</td>
<td>526</td>
</tr>
<tr>
<td>Curtis Mathes</td>
<td>505</td>
</tr>
<tr>
<td>Dayton</td>
<td>526</td>
</tr>
<tr>
<td>Dimension</td>
<td>645</td>
</tr>
<tr>
<td>Dish Network</td>
<td>742</td>
</tr>
<tr>
<td>Dux</td>
<td>596</td>
</tr>
<tr>
<td>Durcool</td>
<td>501</td>
</tr>
<tr>
<td>Electrohome</td>
<td>526</td>
</tr>
<tr>
<td>Electrosolar</td>
<td>722</td>
</tr>
<tr>
<td>Envision</td>
<td>508</td>
</tr>
<tr>
<td>Fisher</td>
<td>542</td>
</tr>
<tr>
<td>Fujitsu</td>
<td>534</td>
</tr>
<tr>
<td>Furia</td>
<td>534</td>
</tr>
<tr>
<td>GE</td>
<td>508</td>
</tr>
<tr>
<td>Goldstar</td>
<td>506</td>
</tr>
<tr>
<td>Gradiente</td>
<td>660</td>
</tr>
<tr>
<td>Grundig</td>
<td>670</td>
</tr>
<tr>
<td>Hallmark</td>
<td>657</td>
</tr>
<tr>
<td>Harmon/Kardon</td>
<td>561</td>
</tr>
<tr>
<td>HiAll</td>
<td>534</td>
</tr>
<tr>
<td>HiSense</td>
<td>739</td>
</tr>
<tr>
<td>Hitachi</td>
<td>526</td>
</tr>
<tr>
<td>Infinity</td>
<td>556</td>
</tr>
<tr>
<td>JBL</td>
<td>556</td>
</tr>
<tr>
<td>JCPenney</td>
<td>505</td>
</tr>
<tr>
<td>JVC</td>
<td>508</td>
</tr>
<tr>
<td>Jones</td>
<td>556</td>
</tr>
<tr>
<td>Kawasaki</td>
<td>548</td>
</tr>
<tr>
<td>Kenwood</td>
<td>505</td>
</tr>
<tr>
<td>Kossa</td>
<td>753</td>
</tr>
<tr>
<td>KTV</td>
<td>526</td>
</tr>
<tr>
<td>Koss Nova-beam</td>
<td>657</td>
</tr>
<tr>
<td>Logik</td>
<td>675</td>
</tr>
<tr>
<td>Luxman</td>
<td>523</td>
</tr>
<tr>
<td>LGI</td>
<td>508</td>
</tr>
<tr>
<td>Lloyd's</td>
<td>627</td>
</tr>
<tr>
<td>Loewe</td>
<td>596</td>
</tr>
<tr>
<td>Logik</td>
<td>675</td>
</tr>
<tr>
<td>Magnasonic</td>
<td>573</td>
</tr>
<tr>
<td>Magnavox</td>
<td>505</td>
</tr>
<tr>
<td>Majestic</td>
<td>670</td>
</tr>
<tr>
<td>Marantz</td>
<td>505</td>
</tr>
</tbody>
</table>

#### TV Brand Codes

<table>
<thead>
<tr>
<th>TV Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-Mark</td>
<td>789</td>
</tr>
<tr>
<td>Action</td>
<td>662</td>
</tr>
<tr>
<td>Admiral</td>
<td>514</td>
</tr>
<tr>
<td>Akio</td>
<td>727</td>
</tr>
<tr>
<td>Akai</td>
<td>761</td>
</tr>
<tr>
<td>Aiko</td>
<td>570</td>
</tr>
<tr>
<td>Altron</td>
<td>857</td>
</tr>
<tr>
<td>Anantial</td>
<td>505</td>
</tr>
<tr>
<td>ADC</td>
<td>505</td>
</tr>
<tr>
<td>Apex</td>
<td>743</td>
</tr>
<tr>
<td>Archer</td>
<td>620</td>
</tr>
<tr>
<td>Audiovox</td>
<td>820</td>
</tr>
<tr>
<td>Beaux &amp; Hawaii</td>
<td>580</td>
</tr>
<tr>
<td>Bioksonic</td>
<td>562</td>
</tr>
<tr>
<td>Capethar</td>
<td>519</td>
</tr>
<tr>
<td>Teknes</td>
<td>505</td>
</tr>
<tr>
<td>Classic</td>
<td>459</td>
</tr>
<tr>
<td>Colorftime</td>
<td>573</td>
</tr>
<tr>
<td>Contixo/Conyx</td>
<td>541</td>
</tr>
<tr>
<td>Craig</td>
<td>536</td>
</tr>
<tr>
<td>Crown</td>
<td>526</td>
</tr>
<tr>
<td>Curtis Mathes</td>
<td>505</td>
</tr>
<tr>
<td>Dayton</td>
<td>526</td>
</tr>
<tr>
<td>Dimension</td>
<td>645</td>
</tr>
<tr>
<td>Dish Network</td>
<td>742</td>
</tr>
<tr>
<td>Dux</td>
<td>596</td>
</tr>
<tr>
<td>Durcool</td>
<td>501</td>
</tr>
<tr>
<td>Electrohome</td>
<td>526</td>
</tr>
<tr>
<td>Electrosolar</td>
<td>722</td>
</tr>
<tr>
<td>Envision</td>
<td>508</td>
</tr>
<tr>
<td>Fisher</td>
<td>542</td>
</tr>
<tr>
<td>Fujitsu</td>
<td>534</td>
</tr>
<tr>
<td>Furia</td>
<td>534</td>
</tr>
<tr>
<td>GE</td>
<td>508</td>
</tr>
<tr>
<td>Goldstar</td>
<td>506</td>
</tr>
<tr>
<td>Gradiente</td>
<td>660</td>
</tr>
<tr>
<td>Grundig</td>
<td>670</td>
</tr>
<tr>
<td>Hallmark</td>
<td>657</td>
</tr>
<tr>
<td>Harmon/Kardon</td>
<td>561</td>
</tr>
<tr>
<td>HiAll</td>
<td>534</td>
</tr>
<tr>
<td>HiSense</td>
<td>739</td>
</tr>
<tr>
<td>TV Brand</td>
<td>Codes</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
</tr>
<tr>
<td>Hitachi</td>
<td>527 504</td>
</tr>
<tr>
<td>Memorex</td>
<td>560 627 653 654 659 675 720</td>
</tr>
<tr>
<td>MDA</td>
<td>504 505 506 542 571 573 627 652 653 654 656 659 660 728</td>
</tr>
<tr>
<td>Mitsubishi</td>
<td>594 505 512 570 571 573 574 576 577 578 579 623 627 652 653 654 659 660 664 665 670 705 728</td>
</tr>
<tr>
<td>Montgomery Ward</td>
<td>875</td>
</tr>
<tr>
<td>Metrola</td>
<td>521 605 651</td>
</tr>
<tr>
<td>MTC</td>
<td>505 506 516 523 573 627 652 653 654 659 664 667 672 680</td>
</tr>
<tr>
<td>Multitech</td>
<td>867</td>
</tr>
<tr>
<td>NAD</td>
<td>502 817 827 831 835 837 654</td>
</tr>
<tr>
<td>National</td>
<td>599</td>
</tr>
<tr>
<td>NEC</td>
<td>505 506 507 517 523 573 627 651 652 853 654 664 665 679 731 732</td>
</tr>
<tr>
<td>Nikai</td>
<td>812</td>
</tr>
<tr>
<td>Nikko</td>
<td>654 672 727</td>
</tr>
<tr>
<td>Onwa</td>
<td>541 657 661</td>
</tr>
<tr>
<td>Optimus</td>
<td>897</td>
</tr>
<tr>
<td>Optonica</td>
<td>521 805 807</td>
</tr>
<tr>
<td>OXON</td>
<td>894</td>
</tr>
<tr>
<td>Osaki</td>
<td>812</td>
</tr>
<tr>
<td>Panasonic</td>
<td>508 509 510 512 566 644 851 662 633 668 672 673 676 685 689 698 700 716 734 747 761 785</td>
</tr>
<tr>
<td>Phlco</td>
<td>505 506 507 508 509 604 510 523 563 564 664 656 659 900 664 665 666 667 671 672 874 677 723 724 729 729</td>
</tr>
<tr>
<td>Philips</td>
<td>525 566 651 652 655 656 671 690 723 724 729 770</td>
</tr>
<tr>
<td>Pioneer</td>
<td>502 548 576 636 837 648 652 654 663 665 666 670 727</td>
</tr>
<tr>
<td>Portland</td>
<td>505 826 573 669 654 656 659 664 665 667 668 672 677 679</td>
</tr>
<tr>
<td>Price Club</td>
<td>680</td>
</tr>
<tr>
<td>Prima</td>
<td>876</td>
</tr>
<tr>
<td>Proscan</td>
<td>645 846 600 668 691 725 742</td>
</tr>
</tbody>
</table>

**Remote Control Device Codes**

- **VCR Codes**
  - If programming in AUX mode: Press 1 before entering the VCR code.

<table>
<thead>
<tr>
<th>VCR Brand</th>
<th>Codes</th>
</tr>
</thead>
</table>
## Remote Control Device Codes

### VCR Brand Codes

<table>
<thead>
<tr>
<th>VCR Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>JVC</td>
<td>591 592 593 594 592 594 600 607 677 678 682 683</td>
</tr>
<tr>
<td>Kenwood</td>
<td>562 581 592 594 600 607 677 678 682 683</td>
</tr>
<tr>
<td>RLH</td>
<td>661</td>
</tr>
<tr>
<td>Kodak</td>
<td>676 678</td>
</tr>
<tr>
<td>Lloyds</td>
<td>683</td>
</tr>
<tr>
<td>LTX</td>
<td>589 681 685</td>
</tr>
<tr>
<td>LXI</td>
<td>676</td>
</tr>
<tr>
<td>Magnavox</td>
<td>685</td>
</tr>
<tr>
<td>Magnavox</td>
<td>527 533 564 566 676 679 685</td>
</tr>
<tr>
<td>Marantz</td>
<td>554 556 581 585 592 594 600 602 674 677 678 683</td>
</tr>
<tr>
<td>Matsushita</td>
<td>676</td>
</tr>
<tr>
<td>Memorex</td>
<td>507 533 545 554 566 581 595 598 608 675 676 678 686</td>
</tr>
<tr>
<td>MUGA</td>
<td>512 567 568</td>
</tr>
<tr>
<td>Minolta</td>
<td>523 560 686</td>
</tr>
<tr>
<td>Mitsubishi</td>
<td>512 562 567 568 670 571 555 580 686</td>
</tr>
<tr>
<td>Motorola</td>
<td>676</td>
</tr>
<tr>
<td>MTC</td>
<td>544 588 675 685</td>
</tr>
<tr>
<td>Multitech</td>
<td>579 583 675 677 681</td>
</tr>
<tr>
<td>NAD</td>
<td>573</td>
</tr>
<tr>
<td>NEC</td>
<td>502 581 592 594 600 602 674 677 682 683</td>
</tr>
<tr>
<td>Nibe</td>
<td>676</td>
</tr>
<tr>
<td>Noblex</td>
<td>675</td>
</tr>
<tr>
<td>Olympus</td>
<td>676</td>
</tr>
<tr>
<td>Olimpus</td>
<td>676</td>
</tr>
<tr>
<td>Optimus</td>
<td>585</td>
</tr>
<tr>
<td>Olimus</td>
<td>506</td>
</tr>
<tr>
<td>Panasonic</td>
<td>523 554 598 614 626 633 676 678 680 747</td>
</tr>
<tr>
<td>Pentax</td>
<td>592 595 677 685 683 686</td>
</tr>
<tr>
<td>PentaxRev</td>
<td>594</td>
</tr>
<tr>
<td>Perdio</td>
<td>588</td>
</tr>
<tr>
<td>Phingo</td>
<td>554 678 679 686</td>
</tr>
<tr>
<td>Philips</td>
<td>554 558 565 678</td>
</tr>
<tr>
<td>Pioneer</td>
<td>552 593 574 576 600 674 680</td>
</tr>
<tr>
<td>Portland</td>
<td>546 677</td>
</tr>
<tr>
<td>Proscan</td>
<td>605 607</td>
</tr>
<tr>
<td>Proton</td>
<td>685</td>
</tr>
<tr>
<td>Quasar</td>
<td>512 676 676 674 678</td>
</tr>
<tr>
<td>RadioShack</td>
<td>512 607 608 619</td>
</tr>
<tr>
<td>SBR</td>
<td>559</td>
</tr>
<tr>
<td>Schneider</td>
<td>589</td>
</tr>
<tr>
<td>Scott</td>
<td>508 534 559 590</td>
</tr>
<tr>
<td>Sear</td>
<td>548 549 581 584 595 608 610 676 680 683 686</td>
</tr>
<tr>
<td>Sensata</td>
<td>548</td>
</tr>
<tr>
<td>Sharp</td>
<td>612 557 607 625</td>
</tr>
<tr>
<td>Shintron</td>
<td>585 595 681 685</td>
</tr>
<tr>
<td>Singer</td>
<td>678 681 685</td>
</tr>
<tr>
<td>Sony</td>
<td>500 501 502 504</td>
</tr>
<tr>
<td>SNS</td>
<td>676</td>
</tr>
<tr>
<td>Sylvania</td>
<td>554 556 576 586 676 679 756</td>
</tr>
<tr>
<td>Symphonie</td>
<td>588 594 683</td>
</tr>
<tr>
<td>Tandy</td>
<td>581 588</td>
</tr>
<tr>
<td>Tarkan</td>
<td>589 676</td>
</tr>
<tr>
<td>Tatung</td>
<td>549 684</td>
</tr>
<tr>
<td>Teac</td>
<td>588 594 682</td>
</tr>
<tr>
<td>Technics</td>
<td>554 033 678</td>
</tr>
<tr>
<td>Teknika</td>
<td>554 588 676 686</td>
</tr>
<tr>
<td>Toshiba</td>
<td>534 535 567 584 590 680</td>
</tr>
<tr>
<td>Televison</td>
<td>591 675 676</td>
</tr>
<tr>
<td>Unilux</td>
<td>676</td>
</tr>
<tr>
<td>VectorResearch</td>
<td>534 592 600 674 677 683</td>
</tr>
<tr>
<td>VideoConcepts</td>
<td>534 568 592 600 674 677 683</td>
</tr>
<tr>
<td>Wards</td>
<td>518 525 527 528 591 595 605 607 675 680 683</td>
</tr>
<tr>
<td>XR-1090</td>
<td>598 676 681</td>
</tr>
<tr>
<td>Yamaha</td>
<td>581 592 594 600 674 682 683</td>
</tr>
<tr>
<td>Zenith</td>
<td>500 501 533 747</td>
</tr>
</tbody>
</table>

### VCR Brand Codes

<table>
<thead>
<tr>
<th>VCR Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCA</td>
<td>518 525 527 528 591 595 605 607 675 680 683</td>
</tr>
<tr>
<td>Radiant</td>
<td>676</td>
</tr>
<tr>
<td>Realistic</td>
<td>534 549 554 581 584 585 586 605 675 678 679</td>
</tr>
<tr>
<td>Ricoh</td>
<td>502</td>
</tr>
<tr>
<td>Runco</td>
<td>533</td>
</tr>
<tr>
<td>Sansai</td>
<td>509</td>
</tr>
<tr>
<td>Sanyo</td>
<td>548 541 582 583 608 615</td>
</tr>
<tr>
<td>Sanyo</td>
<td>559</td>
</tr>
<tr>
<td>Sharp</td>
<td>612 557 607 625</td>
</tr>
<tr>
<td>Sharp</td>
<td>585 595 681 685</td>
</tr>
<tr>
<td>Sharp</td>
<td>678 681 685</td>
</tr>
<tr>
<td>Sony</td>
<td>500 501 502 504</td>
</tr>
<tr>
<td>SBS</td>
<td>768</td>
</tr>
<tr>
<td>Sylvania</td>
<td>554 556 576 586 676 679 756</td>
</tr>
<tr>
<td>Symphonie</td>
<td>588 594 683</td>
</tr>
<tr>
<td>Tandy</td>
<td>581 588</td>
</tr>
<tr>
<td>Tarkan</td>
<td>589 676</td>
</tr>
<tr>
<td>Tatung</td>
<td>549 684</td>
</tr>
<tr>
<td>Teac</td>
<td>588 594 682</td>
</tr>
<tr>
<td>Technics</td>
<td>554 033 678</td>
</tr>
<tr>
<td>Teknika</td>
<td>554 588 676 686</td>
</tr>
<tr>
<td>Toshiba</td>
<td>534 535 567 584 590 680</td>
</tr>
<tr>
<td>Televison</td>
<td>591 675 676</td>
</tr>
<tr>
<td>Unilux</td>
<td>676</td>
</tr>
<tr>
<td>VectorResearch</td>
<td>534 592 600 674 677 683</td>
</tr>
<tr>
<td>VideoConcepts</td>
<td>534 568 592 600 674 677 683</td>
</tr>
<tr>
<td>Wards</td>
<td>518 525 527 528 591 595 605 607 675 680 683</td>
</tr>
<tr>
<td>XR-1090</td>
<td>598 676 681</td>
</tr>
<tr>
<td>Yamaha</td>
<td>581 592 594 600 674 682 683</td>
</tr>
<tr>
<td>Zenith</td>
<td>500 501 533 747</td>
</tr>
</tbody>
</table>

### VCR Brand Codes

<table>
<thead>
<tr>
<th>VCR Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBR</td>
<td>559</td>
</tr>
<tr>
<td>Schneider</td>
<td>589</td>
</tr>
<tr>
<td>Scott</td>
<td>508 534 559 590</td>
</tr>
<tr>
<td>Sear</td>
<td>548 549 581 584 595 608 610 676 680 683 686</td>
</tr>
<tr>
<td>Sentra</td>
<td>548</td>
</tr>
<tr>
<td>Sharp</td>
<td>518 557 607 625</td>
</tr>
<tr>
<td>Shintom</td>
<td>585 595 681 685</td>
</tr>
<tr>
<td>Singer</td>
<td>678 681 685</td>
</tr>
<tr>
<td>Sony</td>
<td>500 501 502 504</td>
</tr>
<tr>
<td>STS</td>
<td>676</td>
</tr>
<tr>
<td>Sylvania</td>
<td>554 556 576 586 676 679 756</td>
</tr>
<tr>
<td>Symphonie</td>
<td>588 594 683</td>
</tr>
<tr>
<td>Tandy</td>
<td>581 588</td>
</tr>
<tr>
<td>Tarkan</td>
<td>589 676</td>
</tr>
<tr>
<td>Tatung</td>
<td>549 684</td>
</tr>
<tr>
<td>Teac</td>
<td>588 594 682</td>
</tr>
<tr>
<td>Technics</td>
<td>554 033 678</td>
</tr>
<tr>
<td>Teknika</td>
<td>554 588 676 686</td>
</tr>
<tr>
<td>Toshiba</td>
<td>534 535 567 584 590 680</td>
</tr>
<tr>
<td>Televison</td>
<td>591 675 676</td>
</tr>
<tr>
<td>Unilux</td>
<td>676</td>
</tr>
<tr>
<td>VectorResearch</td>
<td>534 592 600 674 677 683</td>
</tr>
<tr>
<td>VideoConcepts</td>
<td>534 568 592 600 674 677 683</td>
</tr>
<tr>
<td>Wards</td>
<td>518 525 527 528 591 595 605 607 675 680 683</td>
</tr>
<tr>
<td>XR-1090</td>
<td>598 676 681</td>
</tr>
<tr>
<td>Yamaha</td>
<td>581 592 594 600 674 682 683</td>
</tr>
<tr>
<td>Zenith</td>
<td>500 501 533 747</td>
</tr>
</tbody>
</table>
Remote Control Device Codes

TV/VCR Combo

Programming for combination devices:
Program the remote control in TV mode and then in VCR mode.

<table>
<thead>
<tr>
<th>TV/VCR</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bikoctic</td>
<td>744</td>
</tr>
<tr>
<td>Goldstar</td>
<td>747</td>
</tr>
<tr>
<td>Panasonic</td>
<td>747</td>
</tr>
<tr>
<td>Quasar</td>
<td>747</td>
</tr>
<tr>
<td>Samsung</td>
<td>755</td>
</tr>
<tr>
<td>Sylvania</td>
<td>755</td>
</tr>
<tr>
<td>Zenith</td>
<td>747</td>
</tr>
</tbody>
</table>

DVD Player Codes

If programming in AUX mode: Press 1 before entering the DVD code.

<table>
<thead>
<tr>
<th>DVD Brand</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aiwa</td>
<td>654 694 721</td>
</tr>
<tr>
<td>Alpine</td>
<td>653</td>
</tr>
<tr>
<td>Apex</td>
<td>654 655 743 744 757</td>
</tr>
<tr>
<td>Bose</td>
<td>758</td>
</tr>
<tr>
<td>Bikoctic</td>
<td>656 752</td>
</tr>
<tr>
<td>JBL</td>
<td>796</td>
</tr>
<tr>
<td>Classé</td>
<td>695</td>
</tr>
<tr>
<td>Daewoo</td>
<td>657</td>
</tr>
<tr>
<td>Denon</td>
<td>697 698 699 700</td>
</tr>
<tr>
<td>Emerson</td>
<td>658 701</td>
</tr>
<tr>
<td>Fisher</td>
<td>609</td>
</tr>
<tr>
<td>Fujai</td>
<td>658</td>
</tr>
<tr>
<td>GE</td>
<td>702 703</td>
</tr>
<tr>
<td>Go Video</td>
<td>692 693</td>
</tr>
<tr>
<td>GPX</td>
<td>704</td>
</tr>
<tr>
<td>Hitachi</td>
<td>837 655 660 706 706 707</td>
</tr>
<tr>
<td>JVC</td>
<td>836 689 706 711</td>
</tr>
<tr>
<td>Kenwood</td>
<td>761</td>
</tr>
<tr>
<td>Konka</td>
<td>637 638 753</td>
</tr>
<tr>
<td>Koss</td>
<td>745</td>
</tr>
<tr>
<td>Laasonic</td>
<td>762</td>
</tr>
<tr>
<td>Magnavox</td>
<td>826 661</td>
</tr>
<tr>
<td>Memorex</td>
<td>709</td>
</tr>
<tr>
<td>Mintek</td>
<td>710</td>
</tr>
</tbody>
</table>

DVD/VCR Codes

Programming for combination devices:
Program the remote control in VCR mode and then in AUX (press 1 before entering the DVD code).

<table>
<thead>
<tr>
<th>Amplifier</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aiwa</td>
<td>638 641 655 687 719 720 724 725</td>
</tr>
<tr>
<td>Bose</td>
<td>701</td>
</tr>
<tr>
<td>Carver</td>
<td>655</td>
</tr>
<tr>
<td>JBL</td>
<td>796</td>
</tr>
<tr>
<td>Curtis Mathes</td>
<td>734</td>
</tr>
<tr>
<td>Denon</td>
<td>647 674 757 758 798 760 762</td>
</tr>
<tr>
<td>Fisher</td>
<td>653 741</td>
</tr>
<tr>
<td>GE</td>
<td>711</td>
</tr>
<tr>
<td>Goldstar</td>
<td>677 699</td>
</tr>
</tbody>
</table>

DVD/VCR Codes

Programming for combination devices:
Program the remote control in TV mode and then in VCR mode.

<table>
<thead>
<tr>
<th>DVD/VCR</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go Video</td>
<td>692 693</td>
</tr>
<tr>
<td>JVC</td>
<td>668</td>
</tr>
<tr>
<td>RCA</td>
<td>666</td>
</tr>
<tr>
<td>Samsung</td>
<td>667 691</td>
</tr>
</tbody>
</table>

DVD Brand Codes

Amplifier Codes

Harmon/Kardon | 640 672 751 |
Hitachi | 717 754 |
JBL | 640 |
JVC | 637 683 703 725 |
Kenwood | 649 676 691 726 728 745 |
Luxman | 799 |
Magnavox | 654 705 740 |
Marantz | 651 740 742 743 |
NAD | 739 |
Nakamichi | 671 748 750 |
JBL | 718 739 |
Onkyo | 642 660 662 676 |
Optimus | 648 664 734 744 749 |
Pioneer | 634 642 652 742 746 |
Proton | 654 705 |
Quasar | 652 742 746 |
Radio Shack | 744 |
RCA | 635 638 704 727 |
Sansui | 753 |
Sanui | 741 |
Sharp | 712 713 714 715 749 |
Sherwood | 646 670 736 738 744 |
Sony | 639 646 660 687 729 730 735 |
Soundmatters | 673 |
Teac | 684 737 |
Technics | 643 644 652 742 746 |
Teishiba | 710 |
Yamaha | 663 730 731 732 733 740 747 |

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

<table>
<thead>
<tr>
<th>Amplifier</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aiwa</td>
<td>638 641 655 687 718 720 724 725</td>
</tr>
<tr>
<td>Bose</td>
<td>701</td>
</tr>
<tr>
<td>Carver</td>
<td>655</td>
</tr>
<tr>
<td>JBL</td>
<td>796</td>
</tr>
<tr>
<td>Curtis Mathes</td>
<td>734</td>
</tr>
<tr>
<td>Denon</td>
<td>647 674 757 758 798 760 762</td>
</tr>
<tr>
<td>Fisher</td>
<td>653 741</td>
</tr>
<tr>
<td>GE</td>
<td>711</td>
</tr>
<tr>
<td>Goldstar</td>
<td>677 699</td>
</tr>
</tbody>
</table>

Amplifier Codes

Harmon/Kardon | 640 672 751 |
Hitachi | 717 754 |
JBL | 640 |
JVC | 637 683 703 725 |
Kenwood | 649 676 691 726 728 745 |
Luxman | 799 |
Magnavox | 654 705 740 |
Marantz | 651 740 742 743 |
NAD | 739 |
Nakamichi | 671 748 750 |
JBL | 718 739 |
Onkyo | 642 660 662 676 |
Optimus | 648 664 734 744 749 |
Pioneer | 634 642 652 742 746 |
Proton | 654 705 |
Quasar | 652 742 746 |
Radio Shack | 744 |
RCA | 635 638 704 727 |
Sansui | 753 |
Sanui | 741 |
Sharp | 712 713 714 715 749 |
Sherwood | 646 670 736 738 744 |
Sony | 639 646 660 687 729 730 735 |
Soundmatters | 673 |
Teac | 684 737 |
Technics | 643 644 652 742 746 |
Teishiba | 710 |
Yamaha | 663 730 731 732 733 740 747 |
Remote Control Device Codes

TV/DVD Combo Codes

Programming for combination devices:
Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

<table>
<thead>
<tr>
<th>TV/DVD</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aiwa</td>
<td>751</td>
</tr>
<tr>
<td>Apex</td>
<td>757</td>
</tr>
<tr>
<td>Brinksonic</td>
<td>752</td>
</tr>
<tr>
<td>Konka</td>
<td>753</td>
</tr>
<tr>
<td>Panasonic</td>
<td>754</td>
</tr>
<tr>
<td>Panasonic</td>
<td>765</td>
</tr>
<tr>
<td>RCA</td>
<td>749</td>
</tr>
<tr>
<td>Sansui</td>
<td>754</td>
</tr>
<tr>
<td>Sylvania</td>
<td>764</td>
</tr>
<tr>
<td>Toshiba</td>
<td>750</td>
</tr>
</tbody>
</table>
• **LIMITED WARRANTY**

• **RESIDENTIAL CUSTOMER AGREEMENT**

• **STAYING LEGAL**

• **FCC COMPLIANCE**
Appendix

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:

- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured replacement 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 a period of one (1) year from the original date of purchase.

- **Labor**: For a period of one (1) year from the original date of purchase, EchoStar will provide labor to repair or replace the defective equipment, at no charge, subject to the limitations of this warranty. EchoStar reserves the right to refuse to honor this warranty if EchoStar determines that the equipment is defective due 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.

What the Warranty Does Not Cover

- **Open Box Equipment**: This warranty does not cover cosmetic damage, damage due to shipping, water damage, or any equipment that does not have a factory-applied identification mark, including but not limited to serial or conditional identification marks.

- **Appearance**: This warranty does not cover cosmetic damage, damage due to shipping, water damage, or any equipment that does not have a factory-applied identification mark, including but not limited to serial or conditional identification marks.

- **Service**: This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic device, remote control, or dish mounting hardware. It does not include other parts purchased separately.

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 ARISING 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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD 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 equipment, 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.

142
Appendix Two Color.fm  Page 143  Tuesday, June 7, 2005  1:26 PM

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.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost. If the equipment is not covered under this warranty, it will be returned to you at your cost.

Accessibility 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 a product has an expired warranty, no exchange will be issued.

Residential Customer Agreement

This RESIDENTIAL CUSTOMER AGREEMENT IS EFFECTIVE UNTIL REPLACED. THIS DOCUMENT DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICE TO YOU. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL CANCEL YOUR SERVICE. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OR PUBLICATION BY DISH NETWORK ON ITS WEB SITE OF THIS AGREEMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF ITS TERMS AND CONDITIONS, AND, ACCORDINGLY, THEY WILL BE LEGALLY BINDING ON YOU.

Thank you for choosing DISH Network for your television service provider.

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support through the following toll-free number and email address:

1-800-333-DISH (3474) feedback@echostar.com

or you may write to:

DISH Network
Customer Service Center
P.O. Box 33577
Northglenn, CO 80233

and, for general knowledge, try our website at www.dishnetwork.com. "DISH Network" is a trademark of EchoStar Satellite L.L.C.

1 THE DISH NETWORK SERVICE

A. Services Defined. DISH Network offers a wide variety of video and audio programming and other services and we are constantly striving to add new services to our lineup. For purposes of this Agreement the term “Services” shall mean the programming available on DISH Network (whether subscription based or pay per view based) and any other services that we may provide to consumers either now or in the future. For purposes of this Agreement the terms “You” or “Your” refer to you, the DISH Network customer.

B. Programming Changes. Except as otherwise set forth in this Agreement, you may change your programming selection at any time by notifying us. A fee may apply to such changes (Change of Service Fee). In addition, you may be charged a fee (Service Access Fee) if you fail to subscribe to one of DISH Network’s basic programming packages which include America’s Top 60, America’s Top 120, America’s Top 180, DISH Latino or DISH Latino Más.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blocked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Ordering Pay Per View. You may order DISH Network pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To order DISH Network pay-per-view Services, your DISH Network DBS digital receiver must be connected to a telephone outlet. You may also order DISH Network special events and pay-per-view Services over the telephone by calling the Customer Service Center or by using our automated system through the following toll-free number:

1-877-DISH-PVPY (347-7478) for ordering movies.

A fee will apply for use of the automated system (Pay-Per-View Automated Fee) or the Customer Service Center (Pay-Per-View Fee).

E. Private Viewing. DISH Network provides Services to you for your private home viewing, use and enjoyment. You agree that the Services provided will not be viewed outside of your private residence. You are permitted to exhibit the Services solely in your private residence and not in any other areas. The Services may not be rebroadcast, transmitted, recorded or performed, nor may admission be charged for listening to or viewing any Services provided by us. If we later determine that you utilized your DISH Network Equipment (including any additional DISH Network receivers) or sold, leased or otherwise gave possession of the same to a third party who you knew or reasonably should have known intended to use it to permit the viewing of the Services in a commercial establishment or any other area open to the public, we may terminate the Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for the Services and the full commercial rate for such Services, regardless of whether we have or had the commercial rights to distribute such Services in a commercial establishment. The payment of that amount and/or the termination of Services shall not prejudice our ability to exercise any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.

F. Additional Receivers. DISH Network will allow you to place up to five additional receivers on your account. Each additional receiver will be authorized to receive the same Services as your initial receiver. Unless your receiver is rented from DISH Network in which case a monthly rental fee will apply, DISH Network will charge you a monthly Additional Outlet Programming Access Fee for each additional receiver added to your account. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to the same telephone line. If you desire to receive Services at two different locations, you must open a separate account for each location. You agree that you will 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 phone line. If we later determine that you did, we may terminate 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 DBS receiver on the account, whether paid by you or by another party.

The payment of that amount and/or the termination of Services shall be in addition to any other rights and remedies we may have under this Agreement, at law, in equity, or otherwise.
Appendix Customer Agreement

G. Changes in Services offered. DISH Network reserves the right to change the Services that we offer, and our prices or fees related to such Services at any time. If the change affects the Services and their effective date, we will provide you notice of the change and its effective date. The notice may be provided on your billing statement or by other communication permitted under Section 9B. In the event of a change in the contents of any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement the programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree you will not be entitled to any refund because of a change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-month Subscriptions. For multi-month subscriptions, you may downgrade the Services only at the time of renewal. You may not downgrade the Services during the term of the multi-month subscription.

I. Fees for Receivers that Individually Support Multiple Televisions. Additional fees may apply for a receiver which supports independent viewing of programming on multiple televisions.

2 BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed on the Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for Services ordered by you or anyone who uses your DISH Network Equipment, whether with or without your permission, until you cancel the Services. The bills you receive will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account.

B. You agree to pay us in full monthly by the payment due date for the Services and for any other charges due us, including any fees set forth in this Agreement, regardless of whether you are billed for such charges in the current bill or any prior bill. Failure to make a payment due by the due date will result in a Late Payment Fee being assessed. If partial payments are made, they will be applied first to the oldest outstanding bill. If you send checks or money orders marked “payment in full,” we can accept them without losing any of our rights to collect any other amounts owed by you, notwithstanding your characterization of the payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any other charges stated above, we may report to private payment or nonpayment to credit reporting agencies. If you do not pay your bill by the due date, we have the right to disconnect your Services at any time thereafter, in our sole discretion. DISH Network may require you to pay all past due charges, a Reconnect Fee, a deposit equal to a minimum of one month’s advance charges and all outstanding balances accrued through the date of deactivation, before we reconnect your Services. Deposits will not be held segregated from other funds and shall not earn or accrue interest.

C. If you at any time fail, neglect, or refuse to make timely payments hereunder, or if a petition in bankruptcy shall be filed on your behalf or against you, or if you take advantage of any insolvency law or become insolvent or make an assignment for the benefit of creditors, or if a receiver, liquidator, or trustee is appointed for your property or affairs, we shall be wholly relieved from our obligations hereunder.

D. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amounts owed to us, at our option we may suspend any or all Service until payment is received, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to future obligations. If we elect to offset the amount paid for the remaining portion of a multi-month subscription against amounts past due, you agree to pay, in addition to all other applicable fees, the Offset Fee set forth below for each month and partial month that the multi-month subscription was previously received.

E. If you use an attorney to collect money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney’s fees and court costs. If there are billing errors or other requests for credit, you can contact our Customer Service Center by telephone or in writing. You must contact us within 60 days of the time you receive the billing statement for which you are seeking correction. Failure to timely notify us of a dispute shall constitute acceptance of the bill. Undisputed portions of the billing statement must be paid before the next billing statement is issued to avoid an administrative fee for late payment. All payments for Services must be made directly to you by us. DISH Network shall have no obligation to provide Services for which payment is made by you to a third party.

F. In addition to the amounts due for Services, you agree to pay the fees referenced below (“Fees”) when applicable. DISH Network reserves the right to increase these Fees or add additional Fees in the future, in our sole discretion:

- Smart Card Replacement Fee $50.00
- Additional Outlet Programming Access Fee (monthly, per receiver) $4.99
- Late Payment Fee $5.00
- Change of Service Fee $5.00
- Duplicate Billing Statement Fee $2.00
- Overnight Delivery Fee $18.00
- Restatif Fee $25.00
- Returned Payment Fee $25.00
- Service Access Fee (monthly) $5.00
- Offset Fee $2.00
- Lodger Request Fee $5.00
- Pay-Per-View Automated Fee $1.00
- Pay-Per-View Fee $5.00

3 CANCELLATION OF SERVICE

A. Your Service will continue until cancelled as provided for herein. Your subscription will be automatically renewed unless you contact us to cancel as provided for in the next paragraph.

B. You have the right to cancel your Service for any reason at any time by notifying us via telephone or in writing at the phone number or address set forth on page 1, above. Please be aware that certain promotional offers have a minimum subscription commitment (usually 12 months) and if you cancel your service prior to the expiration of that commitment, certain early termination fees may apply.

C. DISH Network has the right to terminate your Services at any time without providing notice to you if: (1) you fail to pay your bill when it is due; (2) we receive confirmation that you have received the Services, or any part of the Services without paying for them; or (3) you otherwise violate the terms of this Agreement.

D. If you are cancelled for any reason, you are still responsible for payment of all outstanding balances accrued, including any applicable Fees.

E. You understand that charges for Services, once charged to your account, are nonrefundable. For monthly subscriptions, the cancellation will be effective at the end of the period covered by the last monthly bill. No refunds or credits will be provided in connection with the cancellation of monthly subscriptions. For annual or other multi-month subscriptions, the cancellation will be effective as of the date the multi-month subscription expires. Because you are receiving a discounted price in exchange for your agreement to pay for your services on an annual or other multi-month basis, in the event you cancel the Services prior to expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of the multi-month subscription and that we have the right to retain any prepaid monies as liquidated damages.

4 EQUIPMENT

A. To receive the Services, you must purchase/lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver and a remote control (“Equipment”). You may also be provided with a controller, a remote receiver, a Smart Card and any other associated equipment. The Smart Card remains the property of EchoStar Satellite L.L.C. Tampering or other unauthorized modification to the Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return the Smart Card to us upon request.
B. Smart Cards are nontransferrable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to the Customer Service Center that your Smart Card was lost, damaged, defective or stolen we will replace it, as long as there is no evidence of unauthorized tampering or modification. A 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. Our Overnight Delivery Fee will apply.

C. DISH Network reserves the right to alter software in your DISH Network receiver, and provide content to DVR products, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Service.

D. Your DISH Network receiver contains certain components and software which are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within your receiver or our Smart Card. Such actions are strictly prohibited and may result in the termination of your Services and/or legal action.

E. For proper operation of your Equipment, DISH Network requires that you connect each DISH Network receiver on your account to a telephone line. For accounts containing multiple receivers, each receiver must be connected to the same telephone line. Failure to comply with this requirement may result in interruption of service.

F. If your DISH Network Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Center immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of the DISH Network Equipment. You will not be liable for unauthorized use after we have received your timely notification.

6 LEASED EQUIPMENT

A. If you decide to lease your Equipment from DISH Network, the terms and conditions of the lease agreement shall apply, in addition to the terms and conditions of this Agreement. Such Equipment shall at all times remain the sole and exclusive property of DISH Network and we will have the right, at our discretion, to replace it with new or reconditioned equipment and to remove, or require the return of, the equipment upon termination of Services. None of the equipment shall be deemed fixtures or part of your realty. Our ownership of the equipment may be displayed by notice contained on the equipment. You shall have no right to pledge, sell, mortgage, give away or remove, relocate, alter or tamper with the equipment (or any notice of our ownership thereon) at any time. Any reinstatement, return or change of location in the equipment shall be performed by us at the service rates in effect at the time of service. You shall not attach any electrical or other device to the equipment or alter the equipment without our prior written consent. DISH Network shall have the right to make such filings as are necessary to evidence our ownership rights in the equipment, and you agree to execute any and all documents as are necessary for us to make such filings. Upon termination of Services, you must notify our Customer Service Center to schedule the return the Equipment.

B. You shall notify us promptly of any defect in, damage to, or accident involving the equipment. All maintenance and repair of the equipment shall be performed by us or our designees. DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, the Equipment.

7 TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notice to 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 if your account has an outstanding balance.

8 LIMITATION OF OUR LIABILITY

A. WE WILL NOT BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR LIABLE FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR FAILURE ARISES IN CONNECTION WITH THE TERMINATION OF ALL OR A PORTION OF THE SERVICES, THE RELOCATION OF ALL OR A PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL. WE WILL NOT BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT. WE MAKE NO WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING THE DISH NETWORK DBS EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO THE DBS EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES, THE RELOCATION OF ALL OR A PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL.

B. It is your responsibility to impose any restrictions on viewing by you, other members of your household, or guests, and we shall have no liability to anyone due to or based on the content of any of the Services furnished to you.

9 WARNINGS AGAINST PIRACY

It is a violation of several U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can range from imprisonment to civil damage awards of up to $10,000 per violation.

10 MISCELLANEOUS

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where the Equipment will be located. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where the Equipment is located or your change of phone number. You may call your Customer Service Center by telephone or by notifying our Customer Service Center in writing. Notice of any change will be effective upon its receipt by us.

B. Notice. If we send you a notice, it shall be deemed given when deposited in the U.S. Mail, addressed to you at your billing address or hand-delivered to you. Our notice to you will also be effective if provided on your billing statement or by telephone. If you give notice to us, it will be deemed given when received by us at the address listed on the first page of this Agreement.

C. Applicable Law. This Agreement, including all matters relating to its validity, construction, performance and enforcement, shall be governed by applicable federal law, the rules and regulations of the Federal Communications Commission, and the laws and regulations of the state and local area where Service is provided. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other provision.

D. Other. This Agreement, in addition to any other written agreement between You and DISH Network, including without limitation an installation agreement, lease agreement or promotional agreement. Any and all prior oral or written representations or agreements are superseded by this Agreement and such other written agreements. No salesperson, installer, customer service representative, or other similarly situated individual is authorized to change the terms and conditions set forth herein. DISH Network may, however, change the terms and conditions of this Agreement from time to time. The terms of this Agreement, which either are expressly stated to survive or by their nature would logically be expected to survive termination, shall continue thereafter until fully performed.
Appendix

STAYING LEGAL

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it 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 owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

This product may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No’s 4631603, 4577216, 4819098 are licensed for limited pay per view only.

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 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) 706-4900, 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.

Signal Strength Present at the Television

The attenuator provided with the satellite receiver will limit the signal present at your television set to below the FCC signal strength limit of 75.6dBuV. If you choose not to install the provided attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

Connecting to an Off-Air Antenna

In order to receive local broadcast channels, you may wish to install an off-air antenna into your TV distribution equipment. When installing the off-air antenna, you must be careful to meet certain FCC regulations.

There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters, and amplifiers. The FCC requires that the isolation between the antenna port and the network port of your system meet the following:

- 50dB from 54 MHz to 215 MHz, at least
- 60dB from 216 MHz to 550 MHz and at least
- 55dB from 550 MHz to 806 MHz

Measuring the isolation of a device requires specialized equipment. In most cases, it is easier to purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer. The above requirements are extracted from 47CFR15.115. For the complete text please visit WWW.FCC.GOV.
Index

A
Account Information 4
Address
   Changing 78
   Checking 79
Adult Content, Hiding 52
Antenna
   Adjusting 80
   Attenuator 80
   Off-Air 116
   Remote Control 17
Arrow Buttons 6, 19
Automatic Timer 72

B
Back Button 20, 59
Back Panel 23
Batteries, Remote Control 17
Browse Banner 6, 32, 129
Buying a Pay-Per-View 38

C
Caller ID 96, 133
Cancel Button 19
Canceling a Procedure 26
Changing Channels 30, 127
Changing Languages 98, 133
Changing the Guide Display 102
Changing the Program Guide Order 102
Channel Locks 51
Check Switch 122
Checking the Device Codes 85
Checking the Remote Control Address 79
Closed Captioning 99
Closing Menus 25
Combination Devices 82
Connecting a VCR to the Remote TV 115
Connecting Off-Air Antenna/Cable TV 116
Connecting to the Nearby HDTV (TV1)
   HDTV Digital Audio/Video Connections 106
   YPbPr Connections 107
Connecting to the Nearby TV (TV1) 106
Connecting to the Phone Line 113
Connecting to the Remote TVs (TV2) 109
Connecting to Your Dish Antenna 112
Connections, Back Panel 23
Controlling Other Components 81
Controls and Indicators, Front Panel 22
Customer Service 56

D
Daily Schedule 69, 71
Deleting a Timer 75
Descriptive Video 98
Device Codes 82, 85, 136
Device Codes Scan 83
Diagnostics 121
Dish Antenna 112
Dish Button 21
dish home Interactive 8
DISH Network Account 4
DISH Network Logo, Moving 10
DISH On Demand 8, 39
DISH Pass 74
Dolby Surround Sound 100
Dual Mode 13, 62
   Recording Events without Record Plus 64
   Recording with Record Plus 63
Using Record Plus 62
DVD Player Device Codes 139
DVD/VCR Combo Device Codes 139
DVR Buttons 20

F
Factory Defaults 103
Fast Forwarding 59
Favorites Lists 42, 131
Finding a Program to Watch 5
Format® Button 21
Frame-By-Frame 59
Front Panel 22, 53
FWD Button 20, 59

G
Guide Button 19

H
HDTV Digital Audio/Video Connections 106
Hiding Adult Content 52
Highlighting Options in a Menu 25
Improving Receiver Control 78
   Adjusting the Remote Antenna 80
   Changing the Address for Remote Control 2 (Blue) 78
   Checking the Remote Control Address 79
   Confirming Remote Control Address 79
Installing a UHF Attenuator 80
Info Button 19
Installing a UHF Attenuator 80

L
Languages, Changing 98, 133
Limited Mode 81
List of Choices in Menus 26
Local Satellite Channels 118
Locking Pay-Per-View Channels 52
Locking the Front Panel 53
Locks 48
   Channel Locks 51
<table>
<thead>
<tr>
<th>Troubleshooting 128</th>
</tr>
</thead>
<tbody>
<tr>
<td>Types 16</td>
</tr>
<tr>
<td>UHF Attenuator 80</td>
</tr>
<tr>
<td>UHF Pro 16</td>
</tr>
<tr>
<td>Using the Recover Button 91</td>
</tr>
<tr>
<td>Using the Remote Control with Other Components 88</td>
</tr>
<tr>
<td>Remote Control 1 (Green) 3, 12</td>
</tr>
<tr>
<td>Remote Control 2 (Blue) 12, 78</td>
</tr>
<tr>
<td>Recover Button 91</td>
</tr>
<tr>
<td>Removing the Recover Button Channel Programming 93</td>
</tr>
<tr>
<td>Using the Recover Button 91</td>
</tr>
<tr>
<td>Remote Control 2 (Blue) 3</td>
</tr>
<tr>
<td>Remote TV 3, 12, 13, 14, 16</td>
</tr>
<tr>
<td>Remote TV’s (TV2) 109</td>
</tr>
<tr>
<td>Connecting a VCR 115</td>
</tr>
<tr>
<td>Removing the Recover Button Channel Programming 93</td>
</tr>
<tr>
<td>REN 146</td>
</tr>
<tr>
<td>Resetting to Factory Defaults 103</td>
</tr>
<tr>
<td>Resetting Your Receiver 121</td>
</tr>
<tr>
<td>Residential Customer Agreement 143</td>
</tr>
<tr>
<td>Reversing, Fast Forwarding, and Skipping 59</td>
</tr>
<tr>
<td>Reviewing Pay-Per-View Purchases 38</td>
</tr>
<tr>
<td>Ringer Equivalence Number (REN) 146</td>
</tr>
</tbody>
</table>

**S**

<table>
<thead>
<tr>
<th>Satellite TV Reception 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning for Off/An Antennas 117</td>
</tr>
<tr>
<td>Scheduling Receiver Updates 103</td>
</tr>
<tr>
<td>Search 31</td>
</tr>
<tr>
<td>Search# Button 21</td>
</tr>
<tr>
<td>Second Satellite Receiver 87</td>
</tr>
<tr>
<td>Select Button 19</td>
</tr>
<tr>
<td>Selecting Menu Options 25</td>
</tr>
<tr>
<td>Shared View 96</td>
</tr>
<tr>
<td>Single and Dual Modes</td>
</tr>
<tr>
<td>Favorites Lists 15</td>
</tr>
<tr>
<td>Recording 15</td>
</tr>
<tr>
<td>Switching 15</td>
</tr>
<tr>
<td>Single Mode 13, 14</td>
</tr>
<tr>
<td>Picture-In-Picture 35</td>
</tr>
<tr>
<td>Recording 61</td>
</tr>
<tr>
<td>Shared View 96</td>
</tr>
<tr>
<td>Skip Back Button 20, 59</td>
</tr>
<tr>
<td>Skip Forward 20</td>
</tr>
<tr>
<td>Skip FWD Button 59</td>
</tr>
<tr>
<td>Skipped Timers 70</td>
</tr>
<tr>
<td>Skipping 59</td>
</tr>
<tr>
<td>Slow Motion and Frame-By-Frame 59</td>
</tr>
<tr>
<td>Solar Interference 9</td>
</tr>
<tr>
<td>Special Considerations When Using Timers 71</td>
</tr>
<tr>
<td>Staying Legal 146</td>
</tr>
<tr>
<td>Stop Button 20</td>
</tr>
<tr>
<td>Swap Button 21</td>
</tr>
<tr>
<td>Switching Between TV and Device Volume Control 86</td>
</tr>
</tbody>
</table>

**T**

<table>
<thead>
<tr>
<th>Themes 34</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timers and Recordings 68, 70</td>
</tr>
<tr>
<td>Daily Schedule 69</td>
</tr>
<tr>
<td>Deleting a Timer 75</td>
</tr>
<tr>
<td>Reasons Why Timers are Skipped 70</td>
</tr>
<tr>
<td>Setting Up a DISH Pass Timer 74</td>
</tr>
<tr>
<td>Setting Up an Automatic Timer 72</td>
</tr>
<tr>
<td>Setting UP a Manual Timer 73</td>
</tr>
<tr>
<td>Special Considerations When Using Timers 71</td>
</tr>
<tr>
<td>Timer Frequency 68</td>
</tr>
<tr>
<td>Timer Options 69</td>
</tr>
<tr>
<td>Timer Priorities 68</td>
</tr>
<tr>
<td>Timer Types 68</td>
</tr>
<tr>
<td>Timers List 69, 71</td>
</tr>
<tr>
<td>Troubleshooting 132</td>
</tr>
<tr>
<td>Transmit Channel Numbers 119</td>
</tr>
<tr>
<td>Troubleshooting 124</td>
</tr>
<tr>
<td>Caller ID 133</td>
</tr>
<tr>
<td>Changing Channels 127</td>
</tr>
<tr>
<td>Changing Languages 133</td>
</tr>
<tr>
<td>Favorites Lists 131</td>
</tr>
<tr>
<td>Hearing a Program 133</td>
</tr>
<tr>
<td>Locks 134</td>
</tr>
<tr>
<td>Menus 135</td>
</tr>
<tr>
<td>Message Numbers 125</td>
</tr>
<tr>
<td>Pay-Per-View 135</td>
</tr>
<tr>
<td>Phone Line 134</td>
</tr>
<tr>
<td>Program Guide and Browse Banner 129</td>
</tr>
<tr>
<td>Remote Control 128</td>
</tr>
<tr>
<td>Timers 132</td>
</tr>
<tr>
<td>Watching a Program 130</td>
</tr>
<tr>
<td>Troubleshooting Tools 121</td>
</tr>
<tr>
<td>Diagnostics 121</td>
</tr>
<tr>
<td>Point Dish and Check Switch 122</td>
</tr>
<tr>
<td>Resetting Your Receiver 121</td>
</tr>
<tr>
<td>Tuner/Ampifier Codes 139</td>
</tr>
<tr>
<td>Tuner/Ampifier Device Codes 139</td>
</tr>
<tr>
<td>TV Device Codes 136</td>
</tr>
<tr>
<td>TV/DVD Combo Codes 140</td>
</tr>
<tr>
<td>TV/VCR Combo Device Codes 139</td>
</tr>
</tbody>
</table>

**U**

<table>
<thead>
<tr>
<th>UHF Attenuator 80</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlocking Pay-Per-View Channels 52</td>
</tr>
<tr>
<td>Unlocking the Front Panel 53</td>
</tr>
<tr>
<td>Unlocking Your Receiver 49</td>
</tr>
<tr>
<td>Updates 103</td>
</tr>
<tr>
<td>VCR Connection 115</td>
</tr>
<tr>
<td>VCR Device Codes 137</td>
</tr>
<tr>
<td>View TV Button 19</td>
</tr>
<tr>
<td>Virtual Keyboard 27</td>
</tr>
<tr>
<td>Volume Button 18</td>
</tr>
</tbody>
</table>

**W**

<table>
<thead>
<tr>
<th>Warranty 142</th>
</tr>
</thead>
<tbody>
<tr>
<td>Watch TV 5</td>
</tr>
<tr>
<td>When 70</td>
</tr>
<tr>
<td>When the Receiver is Off 70</td>
</tr>
<tr>
<td>YPbPr Connections 107</td>
</tr>
</tbody>
</table>
# 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*).

<table>
<thead>
<tr>
<th>Purchase Location Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Location Telephone Number:</td>
<td></td>
</tr>
<tr>
<td>Receiver Serial Number:</td>
<td></td>
</tr>
<tr>
<td>Receiver Conditional Access Number</td>
<td></td>
</tr>
<tr>
<td>Smart Card Conditional Access Number:</td>
<td></td>
</tr>
</tbody>
</table>

## Remote Control Settings

<table>
<thead>
<tr>
<th></th>
<th>Remote Control 1</th>
<th>Remote Control 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Control Address (SAT Mode)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TV Code (TV Mode)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCR Code (VCR Mode)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auxiliary Code (AUX Mode)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## TV Input/Channel Settings

<table>
<thead>
<tr>
<th></th>
<th>TV1</th>
<th>TV2</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV Input/Channel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>