

Chapter 1

Introduction

WELCOME TO DISH NETWORK™

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

OVERVIEW

Before you use your satellite receiver, you need to install the system or have it installed by a professional technician. For a professional installation, please call the Customer Service Center at 1-800-333-DISH (3474). If you install the system yourself, use the instructions in *Chapter 4*.



A vital part of the installation is to set up the receiver to get the latest software from the satellite signal. If you are installing a new system and follow the instructions in *Chapter 4*, your receiver will automatically get this software.

For information on the system, read *Chapter 2, Parts of the System* beginning on page 5.

For information on any specific feature or function, read *Chapter 3, Using The System* beginning on page 19.

For information on assembling and installing a satellite system, read *Chapter 4, Installation Instructions* beginning on page 59.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 81.

CONVENTIONS USED IN THIS GUIDE

To make it easy for you to use this guide, we use the following conventions:

- The names of remote control buttons and modes are all uppercase. Example: Press the **SAT** button.
- Menus and options that appear on the TV screen are in bold type. Example: Open the **Program Guide**.
- Connections on the back of the receiver are in small capital letters. Example: **SAT IN**
- *Select* means to move the highlight to an onscreen option or choice in a list and press the **SELECT** button on the remote control. Example: Select the **Locks** option.

Tip: Channels that appear in red cannot be viewed because they are not part of your subscription. You can add channels to your subscription simply by calling DISH Network at 1-800-333-DISH.

IF YOU NEED MORE ASSISTANCE

If you need help after you read this guide, call Customer Service at 1-800-333-DISH (3474). You can also call the Customer Service number for information on professional installation.

QUICK START GUIDE

STEP 1: ORDERING YOUR PROGRAMMING

1. If the receiver is off, press the blank **POWER** button on the remote or press the **POWER** button on the receiver.



2. Press **GUIDE** on the remote control.

GUIDE



You will see that some channels appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.

TO ORDER PROGRAMMING

1. Display the **Important System Information** screen on your receiver by pressing **SYS INFO** on the remote.



2. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will help you with your system and will discuss the various programming packages available.
3. Choose a package and the representative will authorize your programming.
4. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

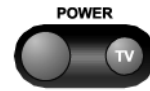
STEP 2: FINDING PROGRAMS TO WATCH

First, make sure the receiver is turned on. Press the **POWER** button on the remote or press the **POWER** button on the receiver. There are two ways to find information on programs.

- Press the **GUIDE** button. When the **Program Guide** opens, use the **UP** or **DOWN ARROW** to view information on other channels. After you have highlighted a program in the **Program Guide**, press **SELECT** to watch it.

Note: The **Program Guide** provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

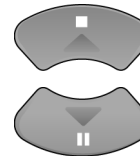
- While viewing a program, press the **BROWSE** (**RIGHT ARROW**) button. Then press either the **UP** or **DOWN ARROW**. The information on other channels will appear in the **Browse Banner** at the bottom of the screen. Press **SELECT** to watch the program.



GUIDE



BROWSE



Tip: The system automatically displays programs based on the current day and time. You can advance the Guide to view information on future programs, but not programs that have already ended.

ABOUT SATELLITE TELEVISION

Satellite television uses a satellite in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellite to stay aligned over one place on the surface of the Earth.

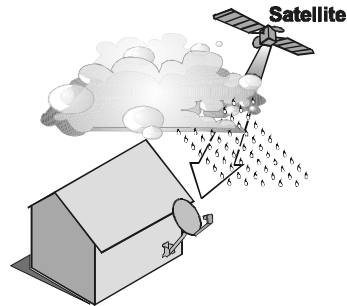
Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

SATELLITE SIGNAL QUALITY

RAIN AND SNOW FADE

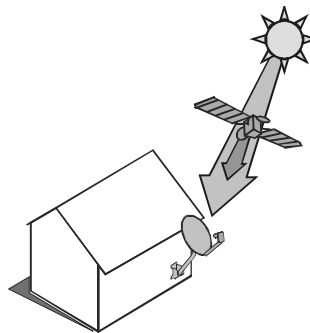
Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal during installation, you can help prevent rain and snow from interrupting the signal. Your service will return after the weather condition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

Tip: If you lose your picture, it's most likely due to heavy rain, snow or snow build-up on your dish.



SOLAR INTERFERENCE

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. The exact time of the year that this occurs varies, depending on the location, but it is near the beginning of spring and again near the beginning of autumn. The period of solar interference lasts for a few minutes at about the same time everyday for a few days during the spring and autumn, so do not be alarmed when it happens.



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