

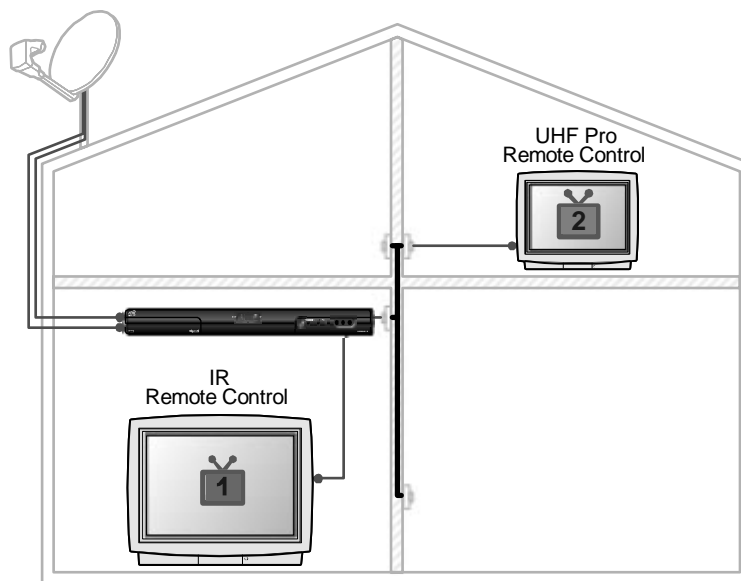
# Chapter 1

## Introduction

### Welcome to DISH Network

Congratulations on 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 products and satellite-delivered services — with high performance, ease of operation, and a wide variety of entertainment options.

### About this Receiver



To gain a better understanding of your DISH Network satellite receiver, look at the picture above. This receiver is a two-tuner satellite receiver that allows you to watch different programs in two locations:

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

Two remote controls come with your receiver:

- An Infrared (IR) remote to control programming for the TV near the receiver. This remote is labeled with a green number 1, which matches similar markings on the receiver output connections and the menus for the nearby TV.
- An Ultra-High Frequency Pro (UHF Pro) remote to control programming to a second TV located in another room away from the receiver. 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.

## Overview

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**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 2*.



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 2*, your receiver will automatically get this software.

For information on the receiver and its installation, read *Chapter 2, Receiver Description and Installation* beginning on page 13.

For information on any specific feature or function, read *Chapter 3, Using The System* beginning on page 31.

For information on assembling and installing a dish antenna, read *Chapter 4, Dish Antenna Installation* beginning on page 77.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 93.

## Tips

In the margins of pages throughout this guide are tips and other information to make using your satellite receiver easier.

## Conventions

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

- The names of remote control buttons 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**.
- *Select* means to move the highlight to an on-screen option or choice in a list and press the **SELECT** button on the remote control.  
Example: Select the **Locks** option.
- Connections on the back of the receiver are in small capital letters.  
Example: **SAT IN**

- Where this guide mentions *nearby TV*, it refers to the TV near the receiver. The nearby TV 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 TV 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.

## Getting Started

After your system has been installed, order and watch your programming using the following steps:

### Step 1: Ordering Your Programming

1. Using a remote control, press **SAT** and then press the blank **POWER** button. Make sure the TV is also on.

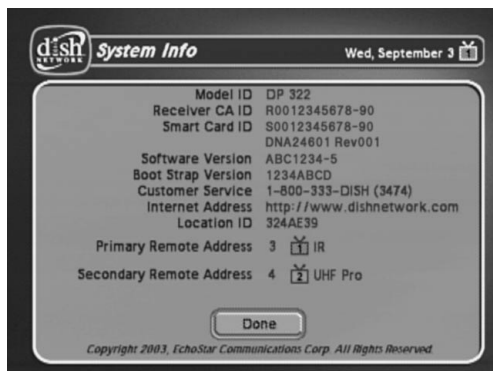


2. Press **GUIDE**.



You will see that some channels in the **Program Guide** 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.

3. Press the **SYS INFO** button on the remote control to display the **Important System Information** screen.



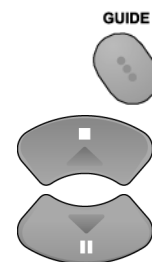
**Tip: Remote Control 1 is used to control TV1 menus on the nearby TV. Remote Control 2 is used to control TV2 menus on the remote TV(s).**

**Tip: 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).**

4. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will help you start DISH Network programming on your system and will discuss the various programming packages available.
5. Choose a package and the representative will authorize your programming.
6. Press **SELECT** to close the **Important System Information** screen.
7. 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

1. Press the **GUIDE** button.
2. When the **Program Guide** opens, use the **UP** or **DOWN ARROW** to view information on other channels. The channels for the programming you ordered should be shown in white and are available for viewing. After you have highlighted a current program in the **Program Guide**, press **SELECT** to watch it.



### Quick Tour of Basic Features

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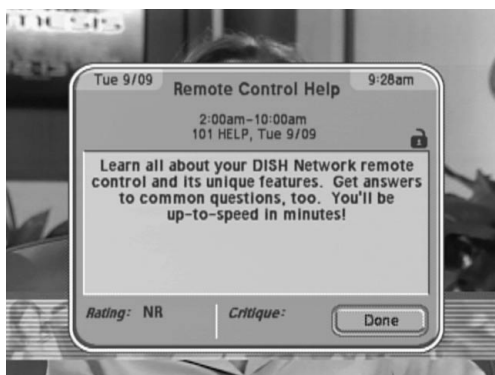
This tour guides you quickly through a number of basic satellite receiver features accessible directly from the remote control without using menus. For more detailed information about each feature, see *Chapter 3, Using the System*.

1. Make sure the TV is on.
2. Press the **UP** or **DOWN ARROW** button to change channels.
3. Press the **RECALL** button to go back to the last channel you watched.
4. Press the **THEMES (LEFT ARROW)** button to open the **Themes and Search** menu. This menu allows you to search for programming by themes (movies, sports, and more) or by key words used in the programming information.



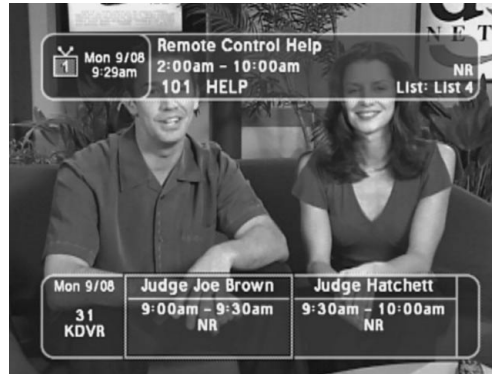


5. Select **Sports**.
6. Press the VIEW TV button to go back to watch a program.
7. Press the INFO button to see information about the program.

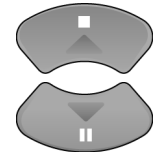


8. Press the CANCEL button to go back to watch the program.
9. Press the BROWSE (RIGHT ARROW) button to open the **Browse Banner**. The **Browse Banner** shows information on a program we're watching at the top, and information on two other programs at the bottom.





10. Press the UP or DOWN ARROW button to change the channel information you see at the bottom of the TV screen.



11. Press the RIGHT ARROW button to highlight the program coming on next at the bottom. Press the LEFT ARROW button to go back to the program on now.



12. Press the VIEW TV button to clear the **Browse Banner** from the TV screen and to go back to watching a program.



## Quick Tour of the Menus

**Tip: Remote Control 1 is used to control TV1 menus on the nearby TV. Remote Control 2 is used to control TV2 menus on the remote TV(s).**

This tour guides you quickly through the basic features available through the **Main Menu**. See *Chapter 3, Using the System* for more information about these and other features.

1. Press the remote control MENU button to open the **Main Menu**.



- Press the 1 button to select the **Program Guide** option on the **Main Menu**. This opens the **Program Guide** on the TV screen.



You can use the **Program Guide** to find and select a program to watch. For now, though, go on with this tour.

- Press the MENU button to go back to the **Main Menu**.



- Press the 2 button to select the **Themes and Search** option on the **Main Menu**. This menu allows you to search for programming by themes (movies, sports, etc.) or by key words used in the program information.



- Press the MENU button to go back to the **Main Menu**.



- Press the 3 button to select the **Customer** option. This menu provides convenient access to your DISH Network account to review your statement, pay your bill, upgrade programming, and more.





7. Press the 0 button to go back to the **Main Menu**.



8. Press the 4 button to select the **Dish Home** option. You can order channels, check the news and weather, and even play games.



9. Press the 0 button to go back to the **Main Menu**.



10. Press the 5 button to select the **Locks** option on the **Main Menu**. This menu allows you to apply password-protected locks on programming based on rating, or even on a channel-by-channel basis.



11. Press MENU to go back to the **Main Menu**.



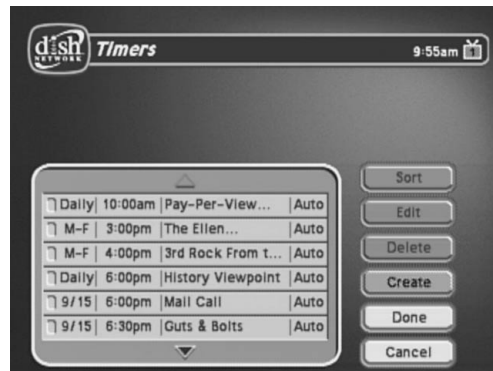
12. Press the 6 button to select the **System Setup** option on the **Main Menu**. Use this menu to set up the system the way you want.



13. Press MENU to go back to the **Main Menu**.



14. Press the 7 button to select the **Timers** option on the **Main Menu**. This menu is used for creating and changing timers used to trigger automatic channel changes, reminders, or VCR recordings.



15. Press MENU to go back to the **Main Menu**.



16. Press the 8 button to open the **Favorites** menu. This menu allows you to set up lists of your favorite channels to make finding what you want to watch more convenient.





17. Press MENU to go back to the **Main Menu**.
18. Press the VIEW TV button to go back to watching a program.



## ABOUT SATELLITE TELEVISION

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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.

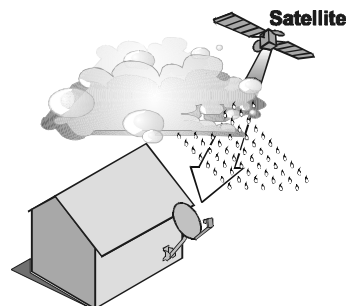
Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

## SATELLITE SIGNAL QUALITY

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### RAIN AND SNOW FADE

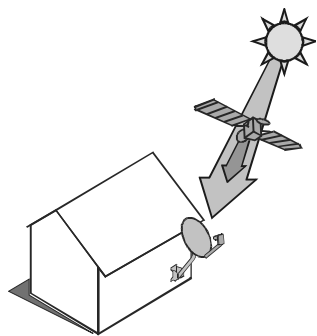
Heavy rain, snow, or cloud cover can block the satellite signal, which can interrupt your programming service. By aiming the satellite dish to get the strongest signal during installation, you can help prevent rain and snow from interrupting the signal. Your service will return after the weather condition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

**Notes**