



# HOPPER 3

## USER GUIDE



## Warning and Attention Symbols

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



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



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

## For Your Safety



Warning: Do not try to open the case of the Hopper® 3 receiver. There is risk of electrical shock, which may cause damage to the Hopper 3 and/or personal injury or death to you. There are no user-serviceable parts inside the Hopper 3 receiver. Opening the receiver’s case or making unauthorized changes will void the warranty.



Warning: 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 CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

## Equipment and Software Covered by this *Getting Started Guide*

This *Hopper 3 User Guide* covers the Hopper 3 receiver and software models Hopper 3. This document may cover other devices not listed here.

## Publishing Information

Copyright © 2015. EchoStar Technologies L.L.C., Englewood, Colorado 80112. All rights reserved.

The information in this document may change without notice. Revisions may be issued to tell you about such changes.



Send comments or questions about this document to  
techpubs@echostar.com or  
Technical Publications, EchoStar Technologies L.L.C.,  
90 Inverness Circle East, Englewood, Colorado 80112.

Part Number: 207601  
Printed in

DISH is a registered trademark of DISH Network L.L.C.

All product names, trade names, or corporate names mentioned in this document are acknowledged 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.



HDMI, the HDMI logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

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



# Important Safety Instructions

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use the 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 Only use attachments/accessories specified by the manufacturer.
- 12 Unplug the 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 it, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 14 The power plug must be readily accessible so that the apparatus can be easily disconnected from the AC power.
- 15 The receiver is still connected to the AC power whenever it is plugged into a live power outlet, even if it is turned off using the remote control or front panel buttons.
- 16 No flame sources, such as lit candles, should be placed on the equipment.
- 17 The apparatus shall not be exposed to dripping or splashing, and no objects filled with liquids, such as vases, shall be placed on the top of it.
- 18 Use only the power supply provided with the receiver. Unplug the receiver's power cord by gripping the power plug, not the cord.
- 19 Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- 20 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.
- 21 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.



- 22** 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.
- 23** Unplug the receiver from the AC power outlet before cleaning.
- 24** Do not place the receiver in an enclosure such as a cabinet without proper ventilation.
- 25** 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.
- 26** Use an outlet that contains surge suppression or ground fault protection. During an electrical 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. These actions provide additional protection against damage caused by lightning or power line surges.
- 27** Tighten all of the coaxial cable connections only by hand. If you use a wrench, you may overtighten the connections and damage your equipment.





# Important Safety Instructions, Cont'd

## Proper Care of Your Equipment

- Always handle the receiver carefully. Excessive shock and vibration can damage it.
- If the equipment is turned on and needs to be moved, unplug the equipment 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 stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- 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.



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 antenna assembly.
- Increase the separation between the equipment.
- Connect the equipment into an outlet on a circuit different from that to which the apparatus is connected.
- Consult the dealer or an experienced radio/TV technician for help.



**Note to Antenna Installer:** This reminder is provided to call the antenna installer's attention to the National Electrical Code® (NEC) which provides guidelines for proper bonding and grounding of antennas and their associated cabling.



## Hopper 3 Receiver

Your new Hopper® 3 receiver is a Whole-Home HD DVR that offers full digital video recording functionality, including pausing live TV, to every TV in your house that is part of your Whole-Home DVR system. The Hopper 3 receiver is the hub for all things entertainment. It is an HD DVR that provides the equivalent of 16 tuners, allowing you to record multiple HD channels at once and at any time and play them back in any room in your home. Using the PrimeTime Anytime® feature, you can record up to six HD channels simultaneously (with your local ABC, CBS, FOX and NBC channels provided in HD, which may not be available in all markets). It is one HD DVR that works independently on as many as four different TVs at the same time, so everyone can be in different room watching their favorite TV programming.

Joey® receivers (Joey®, SuperJoey®, Wireless Joey®, 4K Joey™) connect to other TVs in your home and link to the Hopper 3 system, creating a Whole-Home DVR network. It supports all of the features of the Hopper 3 (with the exception of Picture-In-Picture) and offers an identical user interface as the Hopper 3. You can connect a Joey receiver to a high-definition or standard-definition TV.

The remote uses radio frequency (RF) signals to control the Hopper 3 receiver and IR signals to control any other equipment you have programmed. RF signals travel relatively long distances and can go through walls and other solid objects. IR signals, used in TV, DVD, and AUX device modes, travel up to 40 feet in a straight line-of-sight and cannot go through walls or other solid objects. Point the remote directly at the equipment you want to control without any objects blocking the signal path.

**Note:** The term “Hopper” in this document represents both the original Hopper® receiver, the Hopper® with Sling® receiver, and the Hopper® 3 receiver.

# Watching TV

1 Press the POWER button on your DISH remote.



2 Press the TV POWER button on your DISH remote. Live TV displays.



## Other ways to find programs to watch

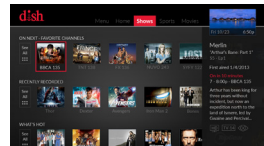
Press the RECALL button to display previously viewed channels.



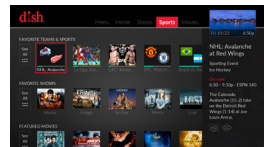
Press the HOME button to display programs On Now, On Later, and a list of your recordings.



Highlight **Shows** on the menu at the top of the screen and click the touchpad to display top shows picks.



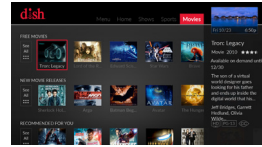
Highlight **Sports** on the menu at the top of the screen and click the touchpad to display games that your team are playing, Games on Today, and most anticipated match-ups.



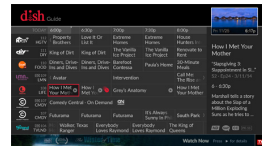


## Other ways to find programs to watch, continued

Highlight **Movies** on the menu at the top of the screen and click the touchpad to display movies available from DISH, movies in theaters, and movies coming soon.



Press the **GUIDE** button to view the program guide.



Press the Channel UP or DOWN button on your DISH remote.



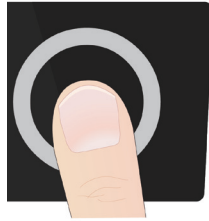
Press the 123 button on your DISH remote. The number pad displays within the touchpad area of the remote. Enter the channel that you want.



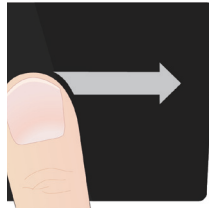


## Using the Touchpad

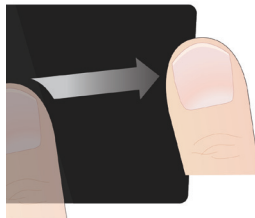
- a** Click the touchpad to make a selection.



- b** Drag a finger across the touchpad to move the highlight to where you want it.



- c** Swipe to navigate more quickly through large groups of content such as the program guide or to open additional options while viewing TV. To swipe, drag and then lift your finger at the end.





## *Using the Microphone*

**Note:** This remote is only in listening mode when the MICROPHONE button is pressed and held. It is not a listening device.

- a** To go directly into voice control, press and hold the MICROPHONE button.

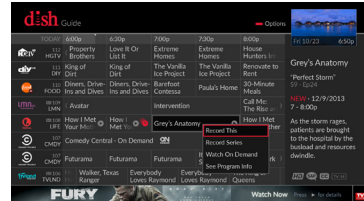


- b** To create a text search, press the MICROPHONE button twice.

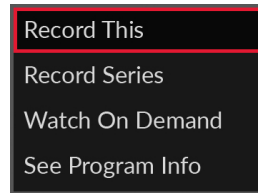


# Recording Shows

1 Using one of the methods listed in *Watching TV*, click on the show that you want to record. A menu appears, giving you the option to **Record This** show, **Record Series** (if appropriate), **Watch On Demand**, or to **See Program Information**.

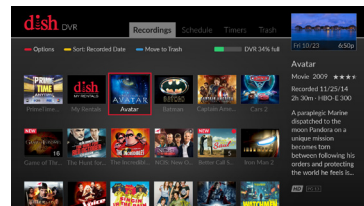


2 Highlight your preference and click the touchpad.

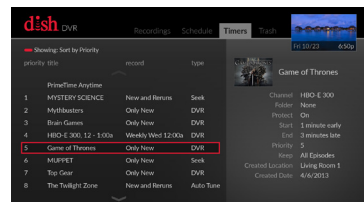


## Viewing Timers for Shows to Record

1 To view the timers, press the DVR button on your DISH remote.



2 Highlight **Timers** in the menu at the top of the screen and click the touchpad to select it. Timer information displays.



# Setting PrimeTime Anytime

When enabled, the PrimeTime Anytime® feature provides instant access to your favorite shows on ABC, CBS, FOX, and NBC in high-definition. Programs airing during primetime hours, 8-11 p.m. ET/PT Monday through Saturday and 7-11 p.m. ET/PT Sunday, are recorded and accessible for eight days from their initial air dates. You can save these recordings to your DVR library to watch them at any time.

**Note:** If any of your local HD channels are not available in your market, these shows cannot be recorded automatically.

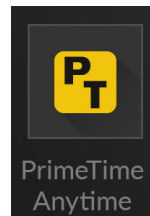
- 1 Press the HOME button on your DISH remote.



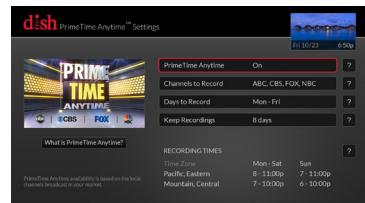
- 2 Highlight Menu at the top of the screen and click the touchpad.



- 3 Highlight the PrimeTime Anytime tile and click the touchpad to select it.



- 4 Highlight the **PrimeTime Anytime** option and click the touchpad. The PrimeTime Anytime option is now On.



You can customize your PrimeTime Anytime options by highlighting and selecting the options.

# Setting Parental Controls

To place parental controls on the programming coming to the TV connected to this receiver, you can set parental controls.

- 1 Press the HOME button on your DISH remote.



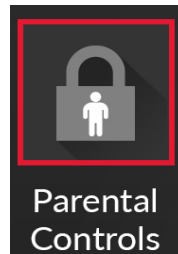
- 2 Highlight the Menu option on the top of the screen and click on the touchpad to select it.



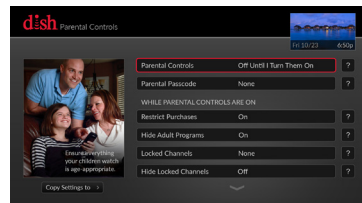
- 3 Select the **Settings** tile.



- 4 Select the **Parental Controls** tile.

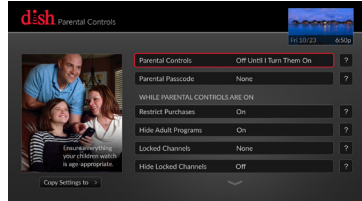


The **Parental Controls** screen appears.

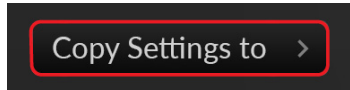




- 5** Set your preferences by highlighting an option and clicking the touchpad. The Hopper 3 saves each option as you select your preference.



- 6** If you want to copy your settings to another receiver such as a Joey, highlight the **Copy Settings to** button and click the touchpad.



# Remote Settings

If you would like the VOLUME and MUTE buttons on your DISH remote to work with your TV or other devices, go to the Remote Control Settings menu to program your DISH remote.

- 1 Press the HOME button.



- 2 Use the touchpad to access the tabs. Move the tab selection to **Menu** and click the touchpad to select.



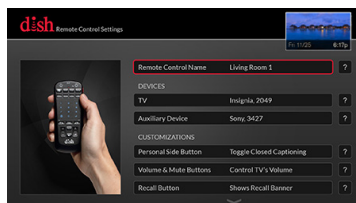
- 3 Select **Settings**.



- 4 Select **Remote Control**.



- 5 Select the Devices, Customizations, or Advanced Features that you would like to program.



- 6 If you need additional information, use the ? button.





## Locating the Remote

When you are looking for the remote, try the LOCATE REMOTE feature on the front panel of the Hopper receiver.

1

LOCATE REMOTE



Press LOCATE REMOTE on the front panel of the Hopper 3 receiver.

2



If the missing remote control is paired to this Hopper 3 receiver and within radio frequency (RF) range, there should be a series of tones you hear to help find the location of the remote. It may take up to 30 seconds after touching LOCATE REMOTE before you hear the tones. Press any button on the remote to turn off the Locate tones after finding the remote.

If you do not hear any tones after pressing LOCATE REMOTE, press the SYSTEM INFO button on the front panel. The **System Info** screen lists the paired remote(s). If the remote control you want to find is not listed or it is not paired to the Hopper 3 receiver, using LOCATE REMOTE is not an option.

If the remote control you want to find is out of RF range, LOCATE REMOTE is not an option.

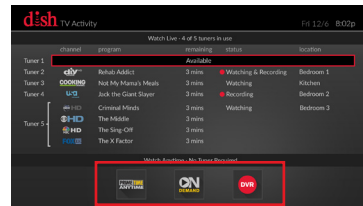
# Sharing Content

If all tuners are in use, you may either join one of the events or watch a program found under **PrimeTime Anytime®**, **On Demand**, or recorded on the DVR.

- 1 Press the **OPTIONS** button on your DISH remote. The **TV Viewing Options** screen appears.



- 2 With the **TV Activity** tile highlighted, click on the touchpad. The TV Activity screen displays.



# Backing-up Your Remote Settings

After changing your remote settings, it is recommended that you back-up these settings.

- 1 Press the HOME button.



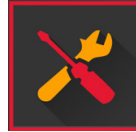
- 2 Use the touchpad to access the tabs. Move the tab selection to **Menu** and click the touchpad to select.



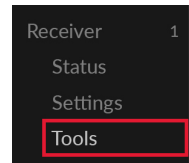
- 3 Select **Settings**.



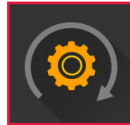
- 4 Select **Diagnostics**.



- 5 Select **Tools** under Receiver.



- 6 Select **Back Up Settings**.



- 7 Select **Continue**.  
**Note:** Do not move your DISH remote or receiver during this process.



- 8 Select **Finished** when the backup is completed.



# Restoring Remote Settings

After your remote is paired, restore your remote settings to update the remote with settings that were previously backed-up.

1 Press the HOME button.



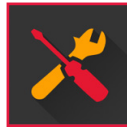
2 Use the touchpad to access the tabs. Move the tab selection to **Menu** and click the touchpad to select.



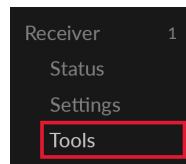
3 Select **Settings**.



4 Select **Diagnostics**.

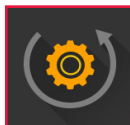


5 Select **Tools** under Receiver.





**6** Select **Restore Settings**.



**7** Select **Restore to Remote Control** to update your remote with previously backed-up settings.  
**Note:** Do not move the remote or disturb the receiver during this process.



**8** Select **Finished** when the remote settings have been restored.

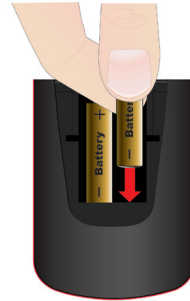


## Inserting the Batteries

- 1** Push the tab toward the top of the remote to release the battery door latch and lift the battery door from the remote.



- 2** Insert 2 AA batteries, putting the negative end first. Match the plus (+) ends with the plus markings inside the battery case.



- 3** Slide the top of the remote battery cover back into place and push the bottom of the cover until it clicks closed.

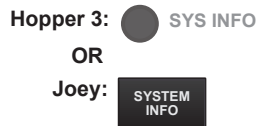


## Pairing the Remote

- 1 Turn your receiver and TV on.



- 2 Press SYSTEM INFO on the front panel.



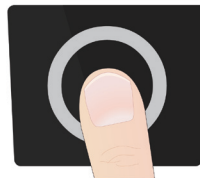
- 3 Press the SAT button on your remote. When the remote is paired, it gives a series of ascending tones.



- 4 Highlight the BACK button.



- 5 Click the touchpad to return to live TV.



# SAT Mode



To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button. Use SAT Mode to control the Hopper 3 receiver.

**Note:** Some features may not be available.

**Power**  
Turns the receiver on/off

**Microphone**  
Receives voice commands when microphone button is pushed and held

**Home**  
Displays Home menu

**Apps**  
Displays the Apps menu

**Back/Live TV**  
Returns to previous screen. Press and hold to return to viewing live TV

**Options**  
Opens Options menu

**Touchpad**  
Navigates you through your Hopper experience

**Skip Back/Back**  
Press to skip back 10 seconds in a program. Press and hold to reverse the program

**Vol and Mute Buttons**  
Controls TV volume  
*Programming required*

**SAT/TV/AUX**  
Mode indicator lights up when in that mode

**Guide**  
Displays the Guide

**DVR**  
Displays recorded programs

**123/abc**  
Displays the number pad in the touchpad  
Press and hold to display the on-screen alpha keypad

**Info/Help**  
Retrieves program info. Press and hold for help

**Skip Forward/Forward**  
Press to skip forward 30 seconds in a program  
Press and hold to forward through the program

**Pause/Play**  
Pauses or plays a live or recorded program

**CH**  
Channels up/down  
Navigates one full page in menus

**Recall**  
Returns to previously viewed channel(s)





**SAT/TV/AUX Mode**

Changes which device the remote controls

**Input**  
Swaps the tuner



**Microphone**

Press and hold to use voice commands or initiate voice or text search

**Hot Key/Shortcut Button**

Creates a shortcut

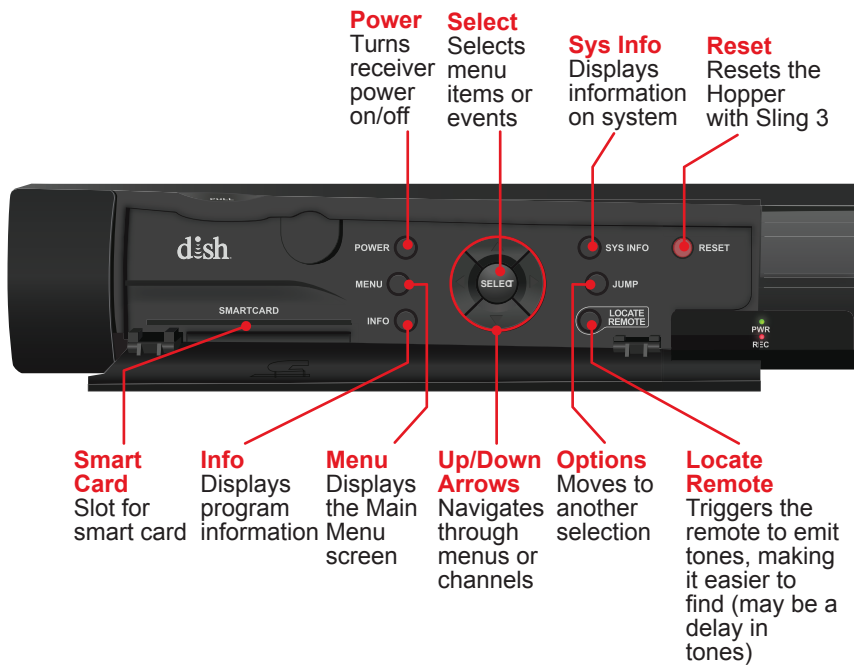
**Backlight**  
Backlights the remote buttons



# Front and Rear Panels of the Hopper 3 Receiver

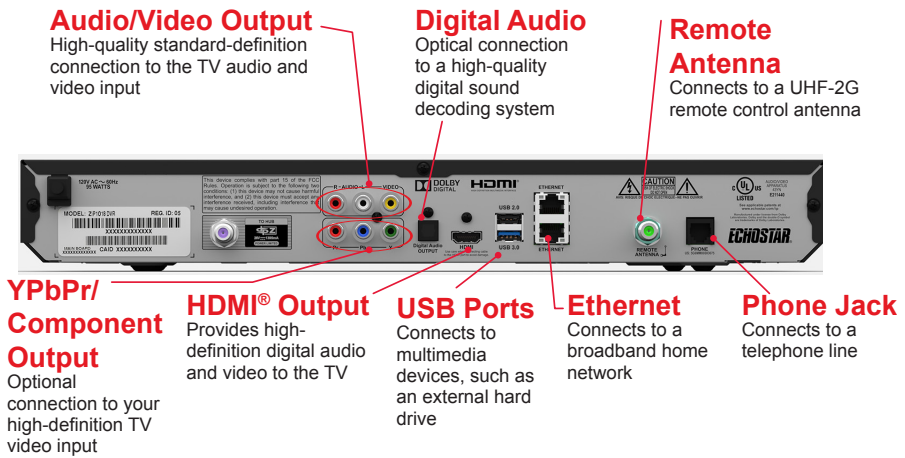
The front panel of the Hopper 3 receiver is provided below.

## Front Panel Controls



The back panel of the Hopper 3 receiver is provided below.

## Rear Panel Connections





## Troubleshooting

Use this information if you have a problem using the Hopper 3 receiver. To solve a particular problem, do the following:

- In the following section, find the information that relates to the problem you are experiencing. Try the suggested solution for that problem.
- Make sure your remote control has fresh batteries. If you see the **Remote Battery Low** warning on your TV screen, change the batteries.
- Visit [mydish.com/support](http://mydish.com/support).

---

### The Hopper 3 receiver does not turn on.

**What to do:** If the green power LED on the Hopper 3 receiver does not light after applying power, verify that

- the power connector is properly inserted into the Hopper 3.
- the power cord hasn't been damaged or pinched.
- there is power to the outlet.

### How do I find something to watch?

**What to do:** Press the HOME button on your remote for suggested programs to watch. Press the GUIDE button for a complete listing of available programs.

### Why are some of the channels red in the Program Guide?

**What to do:** The channels that are red in the Program Guide are those which are not currently included with your DISH package. If you'd like to watch those channels, call 1-800-333-DISH (3474) or visit [www.mydish.com](http://www.mydish.com).

### I'm looking at program information in a guide I bought at the grocery store, but nothing matches what's on my Hopper 3; is something wrong?

**What to do:** No, nothing's wrong. DISH programming data may vary from what you'll find in a local TV publication. For best results, use the Program Guide on your system, or you can order DISH Entertainment Magazine [contact DISH at 1-800-333-DISH (3474) or visit [www.mydish.com](http://www.mydish.com)].

### I am trying to watch a program, but the TV Activity displays instead.

**What to do:** All tuners on the receivers are currently in use, either by other TVs, the DVR(s) recording a program(s), the receivers taking a software download, and/or a remote viewing session occurring. You can wait until a tuner becomes available, watch the same programming that is displaying on another TV, stop a recording, or select **PrimeTime Anytime®**, **On Demand**, or **DVR**.



### **My PIP (Picture-In-Picture) button isn't working.**

**What to do:** The PIP feature is available only on the Hopper 3 receiver.

### **When can I use the Picture-In-Picture (PIP) feature on the Hopper 3?**

**What to do:** When any two of the tuners on your Hopper 3 receiver are available, you can use the PIP functions on the TV that is connected to your Hopper 3 receiver. The TV(s) connected to your linked Joey receiver(s) do not support the PIP feature.

### **Why isn't PIP working?**

**What to do:** If the PIP feature is not working on your Hopper 3 receiver, there must not be two available tuners. Check **TV Activity** to view tuner use (see *Sharing Content*).

### **Can I watch and use the DVR functions on the same program on all of the TVs in my house?**

**What to do:** Yes. Go to the room with a linked Joey receiver connected to a TV, and the remote control for that Joey receiver operates the same DVR features and functions as the Hopper 3 receiver.

### **Why does my receiver change channels or display menus at random?**

**What to do:** A close neighbor may have a DISH remote control set on the same address. If there is significant radio-frequency interference with remote-control signals, then you may have to install a UHF attenuator.

### **Why are some of my channels missing?**

**What to do:** Parental controls may be set to lock or hide the channels. See *Setting Parental Controls* to view the current settings. Your Program Guide may be displaying the wrong list of channels. Press the GUIDE button on your DISH remote to access the Program Guide and display the default Favorites List.

### **How can I order an event for all receivers in my whole-home DVR system?**

**What to do:** Order the event with the remote control while your Hopper 3 receiver is attached to an active phone line or broadband Internet connection. For each Joey receiver, you want to play the event, ensure that it is linked to the correct Hopper 3.

Order the event over the phone at 1-877-DISH-PPV (347-4778). Fees may apply.

Order the event online at [www.mydish.com/ppv](http://www.mydish.com/ppv) website.

*Continued on next page*





## Troubleshooting, cont'd

### Why are some Pay-per-View programs blacked out?

**What to do:** Sporting events and other programs are sometimes blacked out because of local broadcast restrictions. Note that the provider of such programming determines these restrictions, not DISH.

### Why did my All-Day Pay-Per-View program shut off while I was watching it?

**What to do:** The all-day events run from 3 AM to 3 AM Mountain Time. You should ensure that you can finish watching an event that you have ordered by this time.

### Why are channels missing from the Program Guide?

**What to do:** You might have a Favorites List that does not contain those channels.

The channels may be locked and hidden by parental controls. For more information about locks, see *Setting Parental Controls*.

### Why are my Favorites Lists missing?

**What to do:** When a receiver is in a Whole-Home DVR system, the Favorites Lists created by users of a different receiver in the home are not available on your TV.

### Why don't the locks I set for a remote TV work?

**What to do:** If the receiver is in a Whole-Home DVR system, then any locks you have set on other TVs are not available. Locks and restrictions are specific to each Hopper 3 and Joey receiver in your system. However, you can copy all the same parental-control settings you have made on your Hopper 3 receiver to one or more linked Joey receivers in your whole-home DVR system. See *Setting Parental Controls* to copy settings from the Hopper 3 to the linked Joey receivers. Note that you cannot copy settings made on a Joey receiver to any other Joey receivers (or back to a Hopper 3 receiver) in your whole-home system.

### What do I do if I forget my password?

**What to do:** If you ever forget your password, then you need to contact a DISH Customer Service Representative.





### How can I fast-forward through commercials?

**What to do:** If you are watching a pre-recorded program, or have delayed a live program, press the SKIP FWD or FWD button on your remote control. However, you cannot skip/forward while watching live TV.

### Why did the receiver delete a program that I recorded?

**What to do:** If your recording was unprotected and the receiver's hard-disk drive fills up, your DVR deletes the oldest unprotected recording.

### Your picture is snowy (or black or blue).

**What to do:** Make sure your TV is tuned to the correct channel. Make sure the cables are completely and correctly connected from the Hopper 3 receiver to the TV.

### Your remote control does not work well when controlling the Hopper 3 receiver.

**What to do:** Verify that your remote has fresh batteries. There is a Battery Level indicator on the **System Info** screen that displays three levels: Green (good), Yellow (low), and Red (critical). If this indicator is at Yellow or Red, replace the batteries with new batteries of the same type and kind.

Verify that your remote is paired. This information is provided on the **System Info** screen. If it is not paired, pair the remote.

Verify or adjust the remote-control antenna connection.

Other devices, such as wireless routers, Bluetooth®, 2G phones, and microwave ovens, could create interference and affect the performance of your remote. Move your receiver away from other electronic devices that could potentially cause interference.

### My remote doesn't control my Hopper 3 receiver or other components. What do I do?

**What to do:** Make sure the remote control is in the correct device mode (SAT, TV, AUX). Check that the batteries are working and installed correctly.

If the remote isn't controlling the Hopper 3, verify or adjust the remote-control antenna connection.

*Continued on next page*





## Troubleshooting, cont'd

### While performing a remote control procedure, the remote control stops working.

**What to do:** Start over again. If you don't press a button for 20 seconds in a programming sequence, the remote shuts off its programming function.

### My remote is not working.

**What to do:** Verify the batteries are installed according to the diagram inside the remote control's battery compartment.

Check the Battery Level indicator located in the **System Info** screen. This indicator displays three levels: Green (good), Yellow (low), and Red (critical). If this indicator is at Yellow or Red, replace the batteries with batteries of the same type and size.

Confirm the remote is in the correct mode for the device you want to control. For example, to control the Hopper 3 receiver, press SAT on the remote before the function you want performed.

Make sure you are using the correct remote control provided for your Hopper 3 receiver by pressing the **Locate Remote** button on the front panel of the Hopper 3 (see *Locating the Remote* on page 11).

The remote uses radio frequency (RF) signals to operate your Hopper 3 receiver. Other equipment is usually controlled using infrared (IR) light signals. If you have programmed the remote to control your equipment in other device modes, then the remote control must have a clear line-of-sight to the front of these other devices.

Check that all cable connections to the Hopper 3 receiver and TV are secure.

Press the **Reset** button on the front panel of the Hopper 3 to reset the system. After the system comes back up, try the remote to see if it is now working.

If your remote is showing that it is paired but isn't working, select Un-Pair on the **System Info** screen and listen for the confirmation tone. Press PAIR to pair the remote again. If you do not hear the tone, continue with the next suggestion.







If your remote is not listed or cannot be un-paired on the **System Info** screen, then complete the following steps:

- 1** Press and hold SAT until the Mode Indicator lights and then release. If the Mode Indicator does not light up, the remote isn't paired. Use the **Locate Remote** button on the front panel of the Hopper 3 receiver to find a paired remote (see *Locating the Remote* on page 11).
- 2** Press and hold the HOME and GUIDE buttons simultaneously until the remote beeps. The remote is now unpaired.

**When I press a button on the remote, Mode LED indicator lights.**

**What to do:** When batteries are first inserted into the remote, the remote goes through an initializing process. This process takes about ten seconds, and pressing a key while the remote is booting up causes the SAT, TV, and AUX mode buttons to flash. If a remote stays in this state for longer than two minutes, replace the batteries (see page 4).

## 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. DISH Network L.L.C. and its affiliated companies ("DISH") warrant this system against defects in materials or workmanship as follows:

**Labor:** For a period of one (1) year from the original date of purchase, if DISH determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. DISH warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.

**Parts:** For a period of one (1) year from the original date of purchase, DISH will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. DISH warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period. **Note:** "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, power supply, or dish mounting hardware. It does not include other parts purchased separately.

### What the Warranty Does Not Cover

This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.

This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.

This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.

This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

### Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. DISH SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED



WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. SOME STATES MAY LIMIT OR EXCLUDE THE FOREGOING LIMITATION, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. EXCEPT TO THE EXTENT PROHIBITED BY APPLICATION LAW, UNDER NO CIRCUMSTANCES SHALL DISH'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. DISH RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF DISH DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

### **If You Need Assistance**

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 System Info screen to find these numbers.

A Customer Service Representative will assist you.

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.

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.

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.

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.



## FCC Compliance



The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this User's Guide. Contact the FCC (see following) or your library for the complete text of the regulations.

This device complies with Part 15 of 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 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 following 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.

If none of these remedies stops the radio interference, you should contact a licensed radio/television technician, your satellite dealer, or call the Customer Service Center at 1-800-333-DISH (3474), for assistance.

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

Product must be installed at least 20 cm (~8 inches) from typical person locations per FCC RF exposure regulations.

Operation of Wi-Fi on channels within 5150-5250 MHz is restricted to indoor use only.



## ***Agreement on Internet Usage via Hopper 3 Receiver***

The software contained in the receiver may reference, display, link to, and provide users access to web services, sites, and information located worldwide through the Internet. Because EchoStar Technologies L.L.C. and DISH Network L.L.C. have no control over such sites and information, we make no representations, warranties or guarantees as to such sites and information, including but not limited to:


- (a) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such sites or information, or
- (b) whether using the software may result in locating unintended, inappropriate, or objectionable content.

Because some of the content on the Internet consists of material that is adult-oriented, restricted to viewers at least 18 years of age or the age of majority where you live, or otherwise objectionable to some people or viewers, under the age of 18, the results of using the software may automatically and unintentionally result in the generation or display of sites, links, or references to such objectionable and/or adult-oriented material.

By using the software, you acknowledge that neither EchoStar Technologies L.L.C. nor DISH Network L.L.C. makes any representations, or warranties, or guarantees with regard to any sites or information displayed by or accessed by in connection with use of the software. EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, and the officers, directors, and shareholders of any of the foregoing companies shall not, directly or indirectly, be liable in any way to you or to any other person or entity for the content you receive using the software or for any inaccuracies, errors in, or omissions from the content. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors reserve the right to change, suspend, remove, or disable access to any services at any time without notice. In no event will EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, or the officers, directors, and shareholders of any of the foregoing companies be liable for the removal of or disabling of access to any such services. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors may also impose limits on the use of or access to certain services, in any case, and without notice or liability.



## ***If You Need Help***

1. Review the Hopper 3 and Joey receiver guides available at [mydish.com/manuals](http://mydish.com/manuals).
2. See *Troubleshooting* on page 22.
3.  On your receiver, select the **Help** tile from the **Menu** tab.
4. Visit [mydish.com/chat](http://mydish.com/chat) for 24/7 support.
5. Call the Customer Service Center at **1-800-333-DISH (3474)**.

For additional information, refer to the Residential Customer Agreement included with your Hopper 3 and available at [mydish.com/legal](http://mydish.com/legal).



# Hopper 3 Receiver Information

You may need to provide this information if you call the Customer Service Center.

**Note:** Some of the items listed below may not be used at this time.

**Purchase Location Name:** \_\_\_\_\_

**Purchase Location Telephone Number:** \_\_\_\_\_

**Hopper 3 Receiver CAID Number:** R \_\_\_\_\_

**Hopper 3 Receiver Smart Card**

**Number:** S \_\_\_\_\_

## Remote Control Settings

**TV** Television Code (TV Mode): \_\_\_\_\_

**AUX** Auxiliary Device Code (AUX Mode): \_\_\_\_\_

**AUX** Auxiliary Device Type (AUX Mode): \_\_\_\_\_



**For all your customer needs,  
go to [mydish.com/chat](https://mydish.com/chat) or call  
the Customer Service Center  
at **1-800-333-DISH (3474)****

207601

**dish**

