

RECEIVER SETUP GUIDE



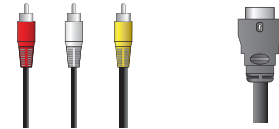
1. Labeling Your Cables

Use the labels provided to complete this step. Do not remove any cables from the receiver being replaced until Step 2. The back of your receiver may look different than the ones pictured below.

- a. Attach the blue label to the cable connected to the "Home Video Network" port.



- b. You will either use an HDMI cable or RCA cables as your audio and video connection. Attach the black label to the cable connected to the "HDMI" port or attach the orange label to the cables connected to the "Audio/Video" RCA ports.



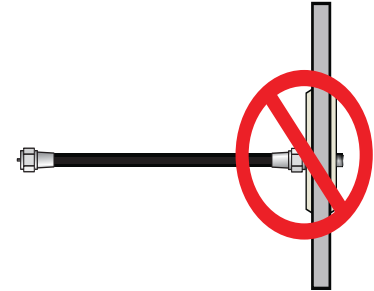
2. Disconnecting Your Cables

- a.** Disconnect the cables from the receiver being replaced. Only disconnect the cables at the end connected to the receiver. Do not disconnect the cables from the wall or TV.

Receiver



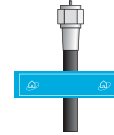
Wall



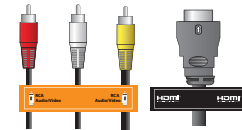
- b.** Disconnect the power cord from your receiver and wall. A new power cord was shipped with your 4K Joey, which will be used to power your new receiver.

3. Connecting the Cables to Your 4K Joey (Cont'd)

- a.** Connect the Home Video Network cable to the "Home Video Network" port on your 4K Joey.



- b.** Connect the HDMI cable or the "Audio/Video" RCA cables from the TV to the corresponding ports on your 4K Joey.



3. Connecting the Cables to Your 4K Joey (Cont'd)

- d. Connect the power cord that came with your 4K Joey to the "Power" port on your 4K Joey.

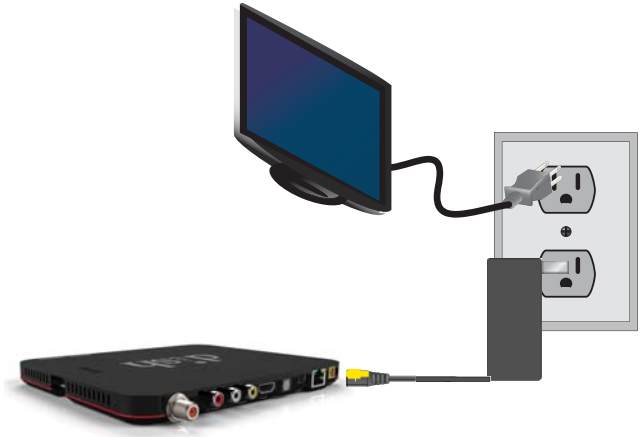


- e. Look at the side of your 4K Joey and make sure the Smart Card is secured firmly in the slot.



4. Powering Your Equipment

- a. Make sure your TV cord is plugged into the wall outlet and turn on your TV.
- b. Plug the power cord from your 4K Joey into a wall outlet.



- c. Your screen should now display the System Setup screen. If you do not see this screen, confirm that you are on the correct input for watching DISH programming. Check the input by pressing the Source/Input button located on the side, back, or front of your TV.



5. Downloading the 4K Joey Software

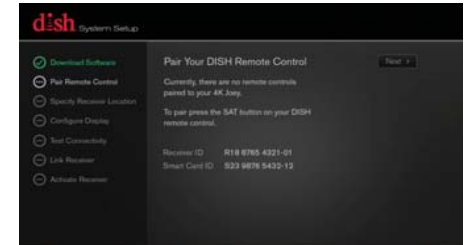
- a. Wait while the System Setup wizard downloads your 4K Joey software. This process will take approximately 20 minutes.

- b. When the download is complete, your 4K Joey will reboot automatically.

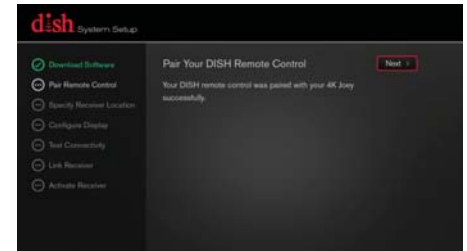


6. Pairing Your Remote Control

- a. Press the SAT button on your remote control to pair it to your 4K Joey.

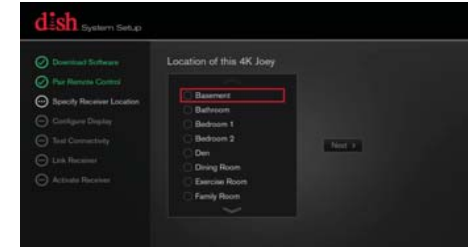


- b. Once your remote control is paired, use the arrow buttons on your remote control to highlight "Next" and then press the SELECT button on your remote control.

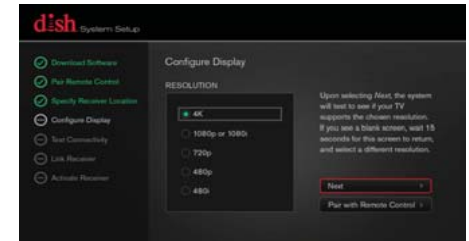


7. Setting Your TV Configuration

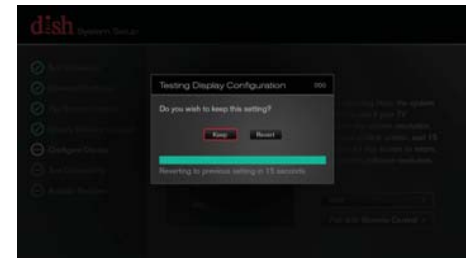
a. Using the arrows on your remote control, scroll to the location where your 4K Joey is located and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.



b. Using the arrows on your remote control scroll to "4K" and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.

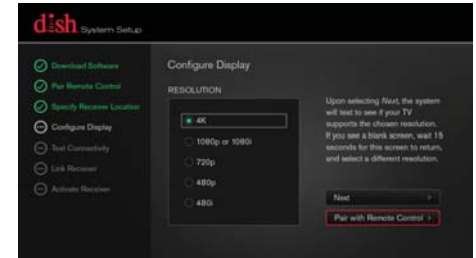


c. Using the arrows on your remote control highlight "Keep" and then press SELECT on your remote control to keep your TV Display Configuration.

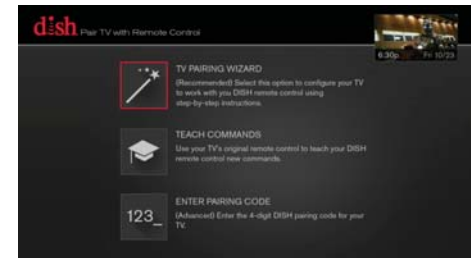


7. Setting Your TV Configuration (Cont'd)

- c. Using the arrows on your remote control, highlight "Pair with Remote Control," and then press the SELECT button on your remote control.



- d. Using the arrows on your remote control, highlight "TV PAIRING WIZARD" and then press the SELECT button on your remote control. The TV Pairing wizard will now walk you through step-by-step instructions to configure your TV to work with your DISH remote control.



8. Testing Your 4K Joey Connects to the Internet

- a. Wait while your 4K Joey tests the internet connectivity. This process will take 1-3 minutes to complete. When complete the System Setup wizard will automatically proceed to the next step.

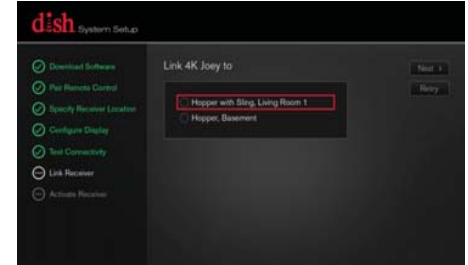


- b. Using the arrows on your remote control highlight "Next" and then press the SELECT button on your remote control.

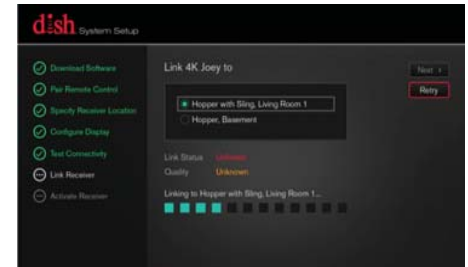


9. Linking your 4k Joey to Your Hopper

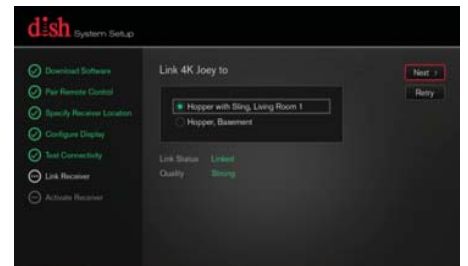
a. Using your remote control, highlight the Hopper you would like to link to and press the SELECT button. Once you select your Hopper, use the arrows on your remote control to highlight "Next" and then press the SELECT button.



b. Wait while your 4K Joey links to your Hopper. If your 4K Joey cannot link to your Hopper, check both receivers' cable connections. Then, using the arrows on your remote control, highlight "Retry" and then press the SELECT button on your remote control.

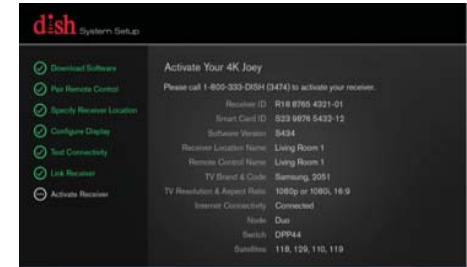


c. Once "Linked" appears in the "Link Status" field and "Strong" appears in the "Quality" field, use the arrows on your remote control to highlight "Next" and then press the SELECT button on your remote control.

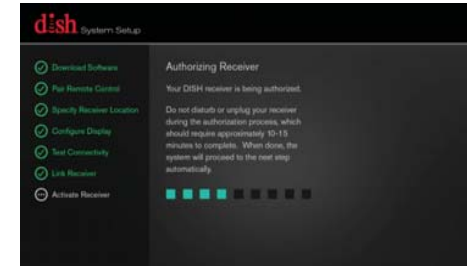


10. Activating Your 4K Joey

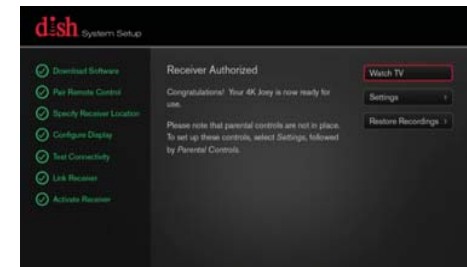
a. Please call 1-800-333-DISH (3474) to activate your 4K Joey. Have your Receiver ID and Smart Card ID ready for the DISH representative you speak to.



b. Once your 4K Joey is activated, the System Setup wizard will authorize your 4K Joey. This process will take 10-15 minutes to complete. Once complete, the System Setup wizard will automatically proceed to the next step.



c. To begin using your 4K Joey, use the arrows on your remote control to highlight "Watch TV" and then press the SELECT button on your remote control.



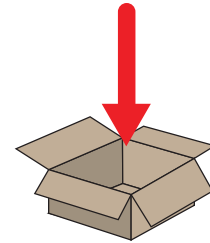
11. Returning Your Original Receiver

If there is a Smart Card in your original receiver, do not remove it; a new Smart Card has been issued with your new receiver. Do not pack any other equipment or attachments.

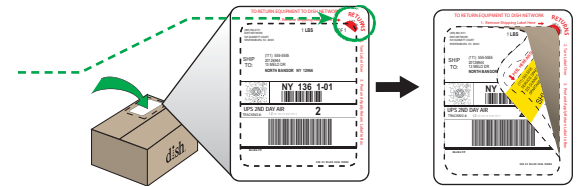
- a.** Pack your original receiver and power cord in the protective bag.



- b.** Place the receiver and power cord in the box that the new receiver came in.

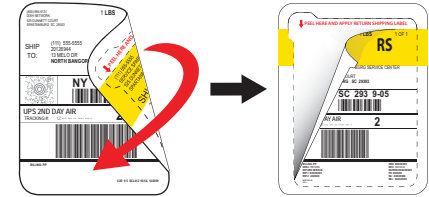


- c.** Locate the original shipping label on the box and remove it using the red tab. Continue to Step 11d.



11. Returning Your Original Receiver (Cont'd)

- d.** Turn over the original label over and peel off the yellow return shipping label to expose the adhesive.



- e.** Apply the yellow return label to the top of the box, and then seal the box.



- f.** Copy the RA and UPS tracking numbers for your record.

- g.** Return your original receiver at the nearest UPS dropoff location. To find the location nearest you or to schedule a pickup at your cost, visit [ups.com/dropoff](https://www.ups.com/dropoff).



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dish.com/chat
Select "Chat Now" for assistance

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