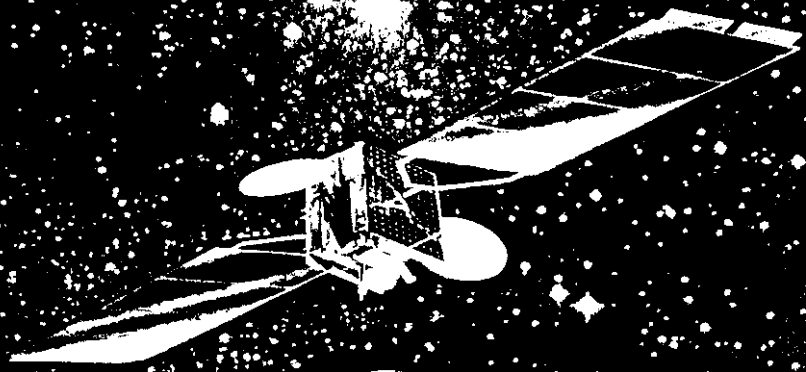# Satellite System User's Guide

d sh
NETWORK™

WARNING VS. ATTENTION

You *must* remember certain safety issues during installation and use of this system. This *Guide* provides various procedures and instructions. Some of these procedures could result in injury or property damage if they are improperly performed. Other procedures require additional attention.

In this *Guide*, the following notes tell you when you need to pay attention to a safety or operational issue.

WARNING! Designates a potential situation where the following may happen:
+ Personal injury or death may occur.
+ Equipment or property may be damaged.

ATTENTION! Designates the following operational issues:
+ Important operation or maintenance instructions follow.
+ Additional attention is required.

FOR YOUR SAFETY

In addition to the following instructions, see *Safety Instructions* on page iii.

WARNING!
+ Do *not* attempt to open the case of the receiver. There is risk of electrical shock, which may result in damage to the equipment and/ or personal injury or death to you. There are no user-serviceable parts inside the receiver. Opening the receiver case or unauthorized modification will void the warranty.

WARNING!
+ Do *not* use or install this receiver near water or in very moist conditions. The receiver may be damaged, and electrical shock or fire could occur.

Note: This *Guide* covers receiver Model 2700, and Software Model ID number 2700. This *Guide* may also cover other models, not listed here.
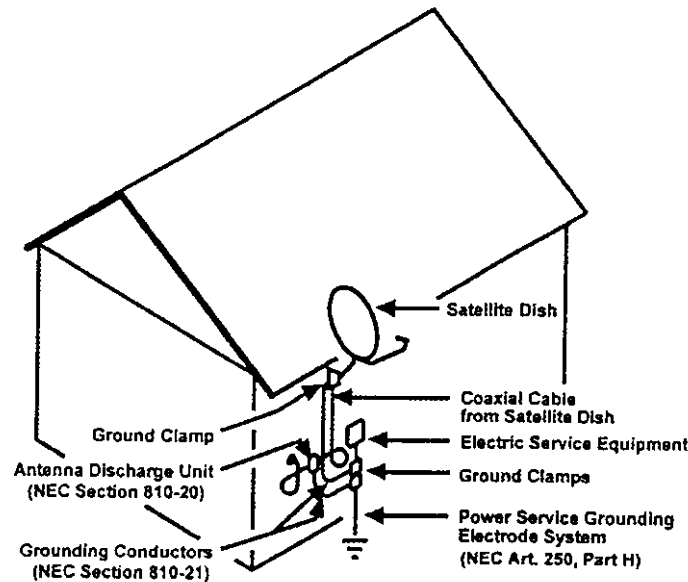
Safety Instructions

WARNING! You should *always* follow these instructions to help ensure against injury to yourself and damage to the system.

- ✦ Read all safety and operating instructions before you operate the receiver.

- ✦ Retain all safety and operating instructions for future reference.

- ✦ Heed all warnings on the receiver and in the safety and operating instructions.

- ✦ Follow all installation, operating, and use instructions.

- ✦ Unplug the receiver from the AC power outlet before cleaning. Use only a damp cloth for cleaning the exterior of the receiver.

- ✦ Do not use accessories or attachments not recommended by the receiver manufacturer, as they may cause hazards and will void the warranty.

- ✦ Do not operate the receiver in high-humidity areas, or expose it to water or moisture.

- ✦ Do not place the receiver on an unstable cart, stand, tripod, bracket, or table. The receiver may fall, causing serious personal injury and damage to the receiver.

- ✦ Do not block or cover slots and openings in the receiver. These are provided for ventilation and protection from overheating. Never place the receiver near or over a radiator or heat register. 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.

- ✦ 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.

- ✦ The receiver is equipped with a polarized AC line plug (one blade is wider than the other). This plug will fit into the power outlet only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. If the plug still fails to fit, contact an electrician to replace the obsolete outlet. Do not defeat the safety purpose of the polarized plug.

- ✦ Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the point where they exit from the unit.

- ✦ 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.

✦ Make sure that the outdoor components of the antenna system are grounded in accordance with local, state, federal, and *National Electrical Code (NEC)* requirements. Pay special attention to NEC Sections 810 and 820. See the example shown in the following diagram:

Satellite Dish

Coaxial Cable from Satellite Dish

Ground Clamp

Electric Service Equipment

Antenna Discharge Unit (NEC Section 810-20)

Ground Clamps

Power Service Grounding Electrode System (NEC Art. 250, Part H)

Grounding Conductors (NEC Section 810-21)

✦ 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 it from the wall outlet and disconnect the lines between the receiver and the antenna. This will provide some protection against damage caused by lightning or power line surges.

✦ Do not locate the antenna near overhead power lines or other electric 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 warranty. Refer all servicing to authorized service personnel.

✦ Unplug the receiver from the wall outlet and refer servicing to authorized service personnel whenever the following occurs:

  ❑ The power supply cord or plug is damaged;

  ❑ Liquid has been spilled, or objects have fallen into the receiver;

  ❑ The receiver has been exposed to rain or water;

  ❑ The receiver has been dropped or the chassis has been damaged;

  ❑ The receiver exhibits a distinct change in performance.

✦ When replacement parts are required, make sure that the service technician uses replacement parts specified by the receiver manufacturer. Unauthorized substitutions may damage the receiver or cause electrical shock or fire, and will void the warranty.

✦ Upon completion of any service or repair to the receiver, ask the service technician to perform safety checks to ensure that the receiver is in proper operating condition.

①/ Introduction

WELCOME!

Congratulations on your selection of this satellite television system. Thank you for your purchase. You will be pleased with the performance, capabilities, entertainment options, and ease of operation of the system for many years to come.

The system complies with MPEG II and DVB standards for compressing audio and video data. This means that the system will be compatible with new technologies in consumer electronic products as they arrive on the market, including digital video disk (DVD) players, digital video cassette recorders (VCRs), and data communication networks.

FOR MORE INFORMATION:

Note: This *Guide* is written as if the system is already installed.

For installation procedures, see the Installation Instructions. For more detailed installation procedures, see the *Installation Kit guide* included in the optional Installation Kit. For information on professional installation, call the DISH Installation Network℠ at 1-800-799-7175.

For warranty service on the system, see the *Limited Warranty* on page A-1.

To subscribe to programming, call Customer Service at 1-800-333-3474.

For assistance with using the receiver or remote, do the following:

1. Review the part of this *Guide* that covers the desired subject.

2. If this does not help, review the part of the *Problems and Solutions Tables* on page 4-9 that covers the desired subject.

3. If this does not help, call Customer Service at 1-800-333-3474, or see the home page at *http://www.dishnetwork.com* on the World Wide Web.
   Note: *Before* calling Customer Service with a problem, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the **Important System Information** menu to find these numbers (see *Ordering Your Programming* on page 3-1). Also, write down the contents of any error messages that the receiver displays on the television screen. *These messages may be useful in troubleshooting the problem!*

SATELLITE TELEVISION

Satellite television uses a satellite in a *geosynchronous* orbit over the Earth to deliver television and audio programming. This 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.

The programming signal is transmitted to the satellite from a facility on the ground called the "Uplink Center." The satellite then transmits the signal to the dish. The signal the receiver processes is customized for you based on the programming or information services you have ordered.

To receive satellite television services, you *must* have a satellite dish and receiver installed that are compatible with the DISH Network*SM*. To order pay per view programs, you *must* connect the receiver to an active telephone connection.
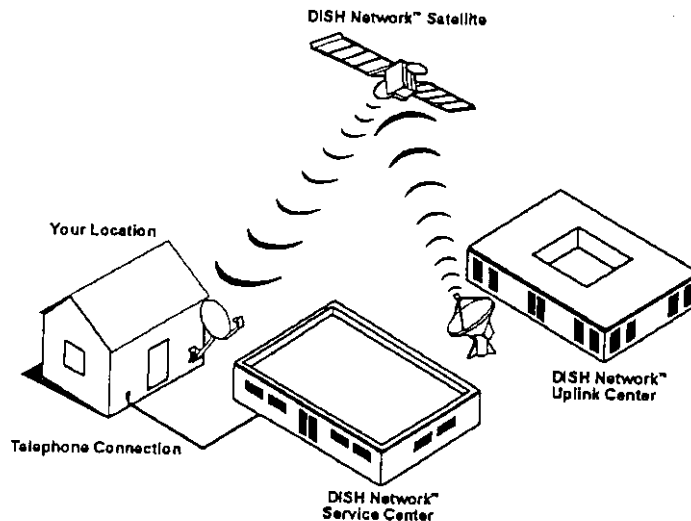
SATELLITE SIGNAL QUALITY

RAIN AND SNOW FADE

Heavy rain, snow, or cloud cover can block the satellite signal. This can interrupt your programming service. By aiming the satellite dish to get the strongest signal, you can help reduce such signal interruptions.

SOLAR INTERFERENCE

Twice a year, the sun moves to a position behind the satellite, in orbit around the Earth. The exact time of the year that this occurs for you will vary, depending on your location, but it will be around the beginning of spring and again around the beginning of autumn. When the sun is directly behind the satellite, solar energy overpowers the satellite signal for just a few minutes. This is an unavoidable natural event for all satellite television program providers.

During this period, you will *not* be able to see programs. Once the sun has moved from behind the satellite, the programs will reappear.

If you do not see programs after several minutes, call Customer Service for assistance.

AVAILABLE SERVICES

The DISH Network℠ can provide you a wide range of exciting and entertaining services. The available services cover a variety of interests, including movies, sports, news, music, shopping, comedy, and more. Call Customer Service for more information on any of these.

✦ **Subscription Services** are programs or services that you purchase for extended periods.
They are billed at regular intervals, and remain activated until you call Customer Service to cancel them.

✦ **Package Services** are groups of services offered to you at a discount. They provide the greatest value to you because they combine the services that you want to activate at a reduced rate.

✦ A **pay per view program** is one that you buy once, and that is billed once on your account for a single viewing. The fee varies depending on the specific program you purchase, and is added to your next bill.

QUICK START TIPS
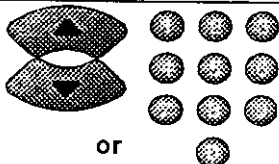
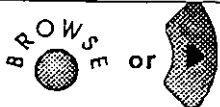The following information helps you get a fast start using the system.

ATTENTION!

Before installing or using the system, read the *Safety Instructions* on page iii. The *Safety Instructions* provide important information to prevent damage to the system and injury to you.

Change Channels	If you are watching a program, press the remote control **Up** or **Down** arrow button, **or** enter the channel number using the number pad buttons.
	Note: You can also change channels by pressing the receiver front panel **Up** or **Down** arrow button.
Open the Main Menu	Press the remote control **Menu** button.
Open the Program Guide	Press the remote control **Guide** button.
Open the Browse Banner	Press the remote control **Browse** button or **Right** arrow button.
Order a Pay Per View Program	Choose the program using the **Program Guide**, and follow the on-screen instructions.
See the Last Channel You Watched	Press the remote control **Recall** button. Press this button repeatedly to switch between the last two channels watched.

| Select a Program Based on a Theme	Press the remote control **Left** arrow button, or if the **Main Menu** is open, select the **Themes** option. Select the theme. Select the program.	
See Information About a Program	Press the remote control **Information** button while using the **Program Guide, Browse Banner, Theme Categories**, or while watching a program.	
Activate a Favorites List	Press the remote control **Guide** button to open the **Program Guide**.	
	Press the **Guide** button repeatedly to scan through the available Favorites Lists.	

Notes

The Parts of the System

THE SATELLITE DISH

The satellite dish collects the signals transmitted from the satellite. A coaxial cable carries these signals to the receiver, where they are decoded and processed so you can watch satellite television programming.

For installation procedures, see the *Installation Instructions*. For more detailed installation procedures, see the *Installation Kit Guide* included in the optional Installation Kit.
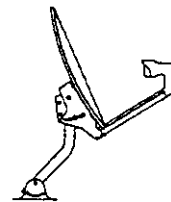
THE RECEIVER

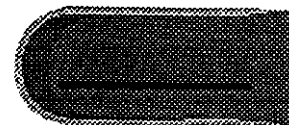### THE RECEIVER FRONT PANEL
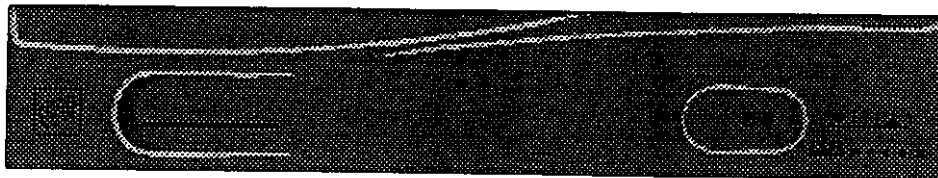
POWER LIGHT

This green light, in the egg-shaped indent on the receiver front panel, lights up when the receiver is turned ON, and turns off when the receiver is turned OFF.

SMART CARD SLOT

The Smart Card should already be inserted in this receiver front panel slot.
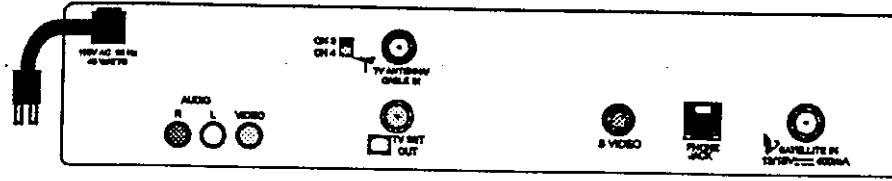
CONTROL BUTTONS

These receiver front panel buttons allow you to control the receiver. For information on using these buttons, see **Chapter 3 - Using the System**.

THE RECEIVER BACK PANEL

The back panel of the receiver provides the connectors that you use to wire the receiver to all the other electronic devices that you use. It also provides the receiver power cord and telephone jack. Depending on the wiring setup that you use, you may not use some of these connectors, but they are provided to support any desired setup. See *Wiring the System Together* on page 4-1 or the guide included in the optional *Installation Kit* for more information.

THE REMOTE CONTROL

Note: The remote control is shown below. For information on using the remote control, see **Chapter 3 - Using the System**.
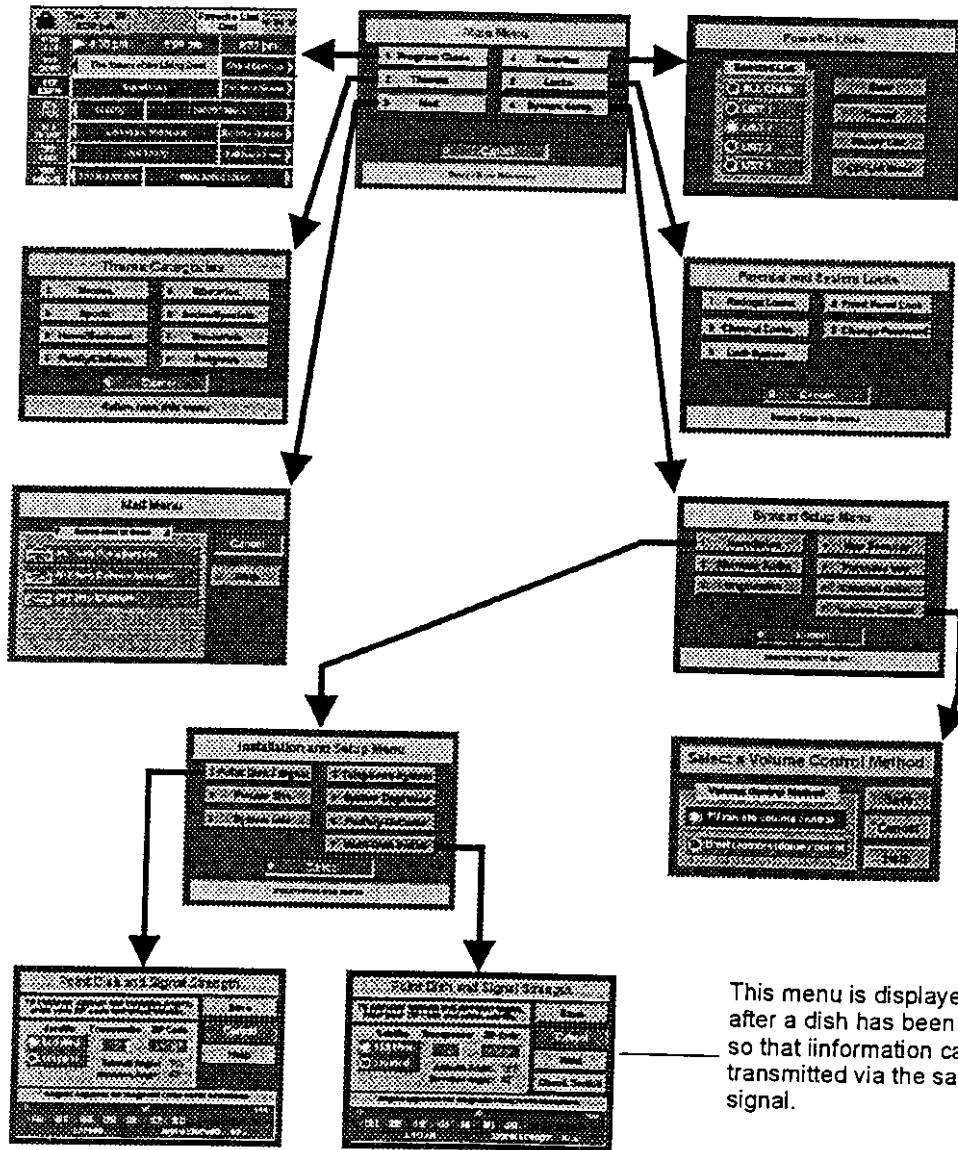
ATTENTION!

If you lose or damage the remote control you will *not* be fully able to control the receiver. If this happens, call Customer Service at 1-800-333-3474 to order a replacement. You will be charged the sale price of the remote control, plus shipping and handling.
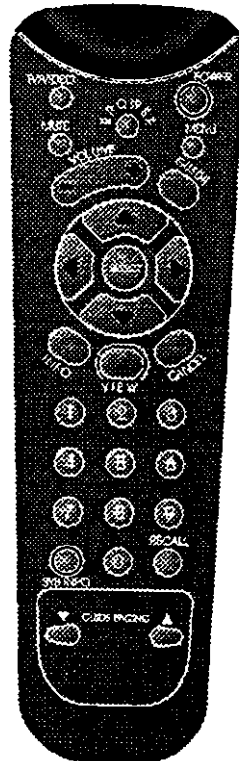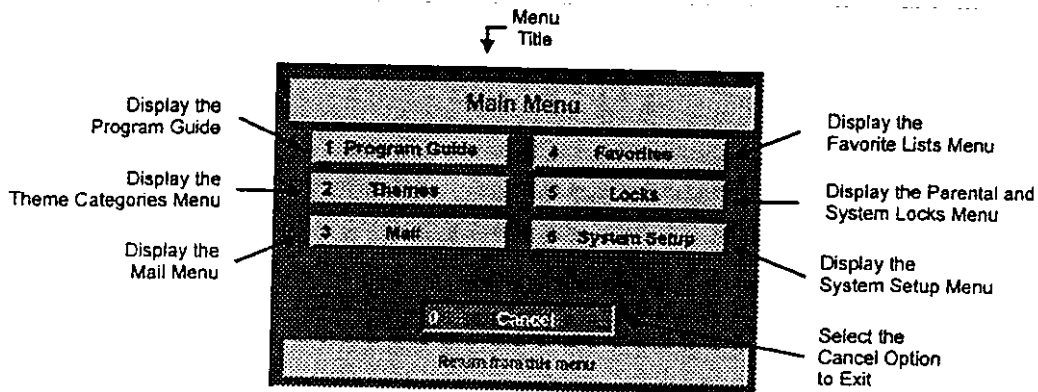
THE MENU STRUCTURE

The following diagram shows the general structure of the menus that the receiver displays on the television screen. These menus are described on the next few pages.
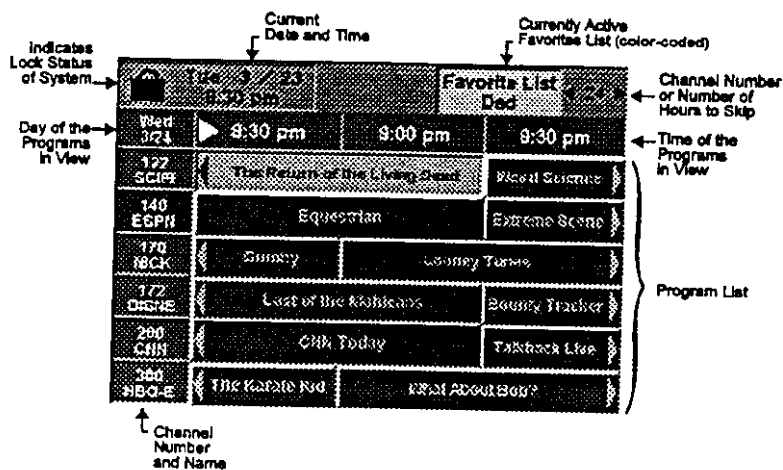

This menu is displayed only after a dish has been aimed so that iinformation can be transmitted via the satellite signal.

THE MAIN MENU

The **Main Menu** is the key to the menu structure. Each option on this menu displays another menu.

Menu Title

Display the Program Guide

Display the Theme Categories Menu

Display the Mail Menu

Display the Favorite Lists Menu

Display the Parental and System Locks Menu

Display the System Setup Menu

Select the Cancel Option to Exit

THE PROGRAM GUIDE

The **Program Guide** provides a complete listing of the available channels and programs.

Current Date and Time

Currently Active Favorites List (color-coded)

Indicates Lock Status of System

Day of the Programs in View

Channel Number or Number of Hours to Skip

Time of the Programs in View

Program List

Channel Number and Name

Favorite List Dad This display indicates the active Favorites List, with each list name shown in a slightly different color. If the **ALL CHAN** list is active, the **Program Guide** displays all the channels. If another list is active, the **Program Guide** displays *only* the channels on that list.
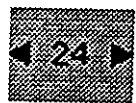
This display shows either a number of hours entered using the remote control number pad buttons, in order to skip the display forward or backward, or a channel number being entered using the remote control number pad buttons.

Indicates that this program began in a time period that is not shown (left arrow) or will end in a time period that is not shown (right arrow).
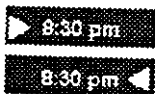
Indicates that the current time period is being shown (right arrow) or that the last available time period is being shown (left arrow). The **Program Guide** displays programs that are on now, and that are scheduled for an extended time beyond the present.
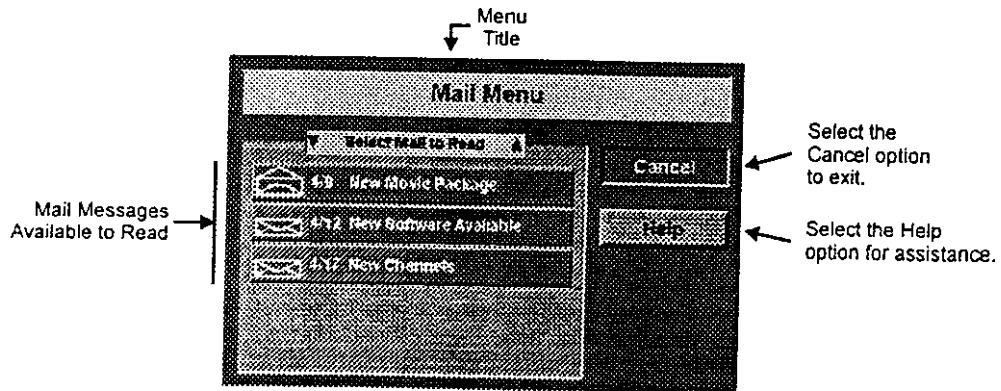
THE THEME CATEGORIES MENU

The **Theme Categories** menu allows you to choose programs based on the theme of their contents.
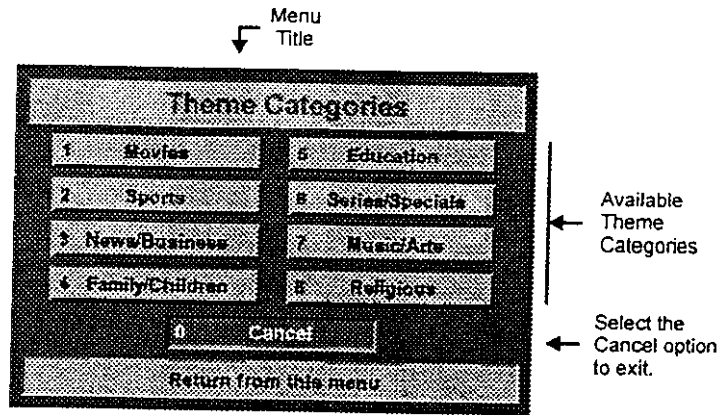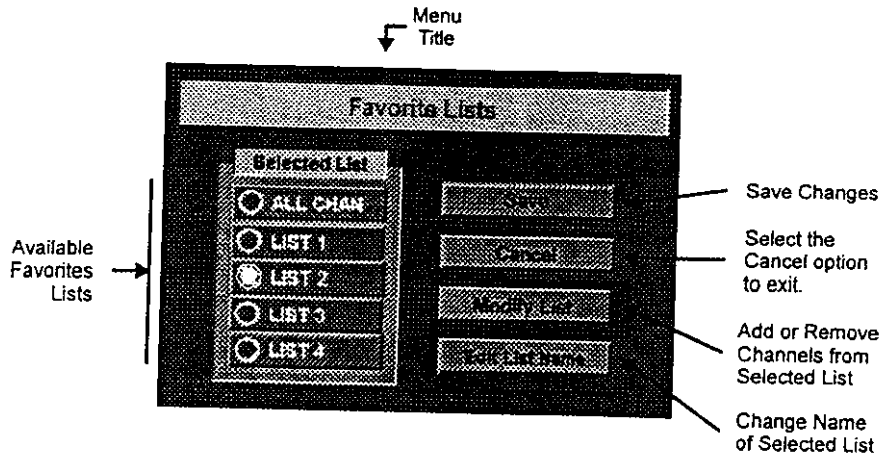

THE MAIL MENU

The **Mail** menu allows you to read electronic mail messages that may be sent via the satellite signal to the receiver.
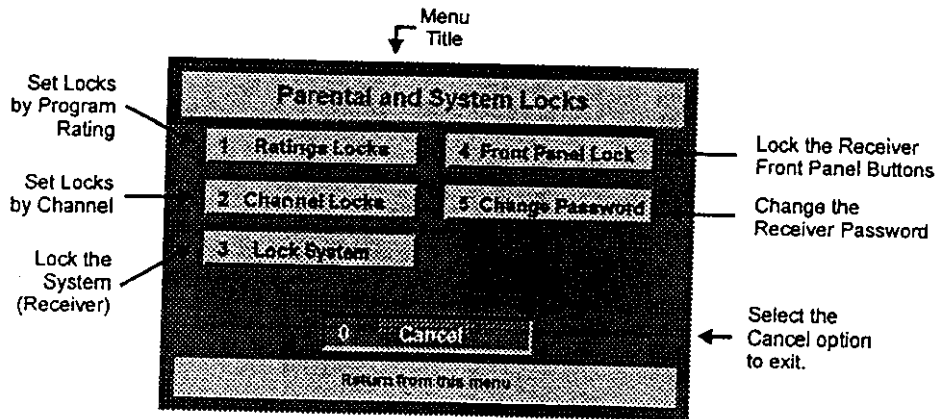
The Favorites Lists Menu

The **Favorites Lists** menu allows you to create, modify, and activate lists of favorite channels.
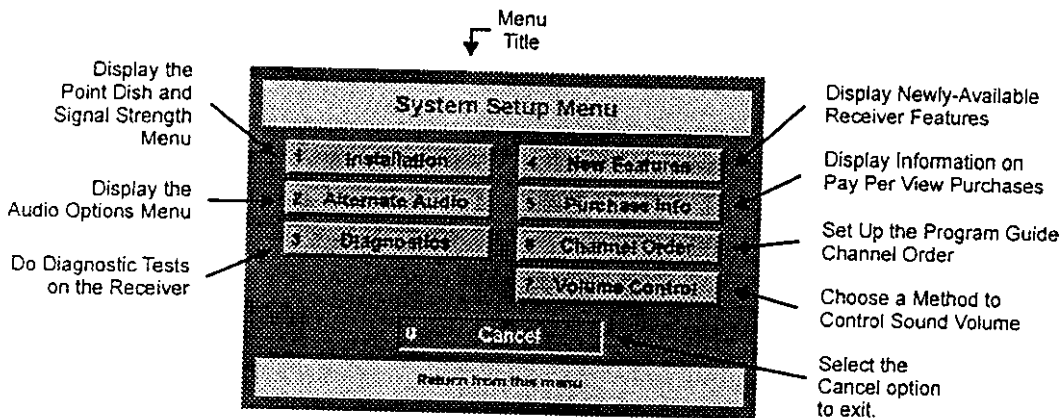
Menu
Title

Available
Favorites
Lists

Save Changes

Select the
Cancel option
to exit.

Add or Remove
Channels from
Selected List

Change Name
of Selected List

The Parental and System Locks Menu

The **Parental and System Locks** menu allows you to set and use security locks.

Menu
Title

Set Locks
by Program
Rating

Set Locks
by Channel

Lock the
System
(Receiver)

Lock the Receiver
Front Panel Buttons

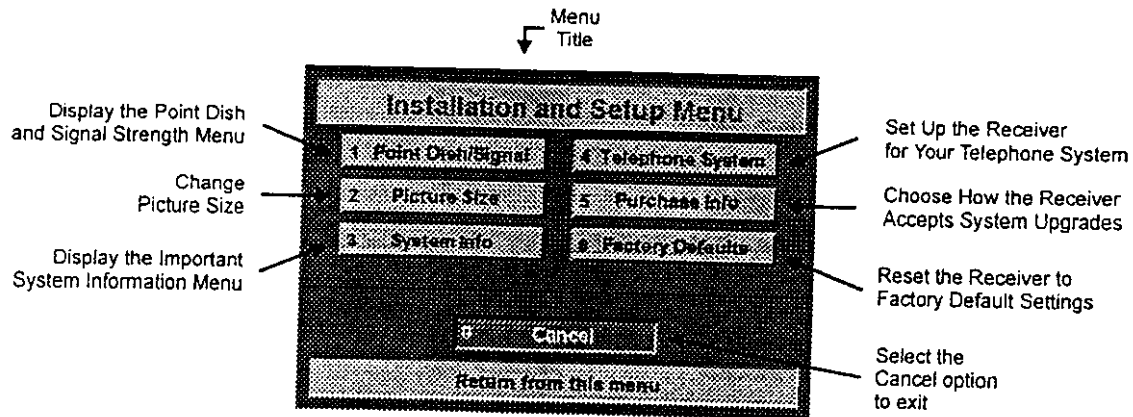Change the
Receiver Password

Select the
Cancel option
to exit.

THE SYSTEM SETUP MENU

The **System Setup Menu** provides a number of functions that help you customize and get information about the system.

Menu Title

Display the Point Dish and Signal Strength Menu

Display the Audio Options Menu

Do Diagnostic Tests on the Receiver

Display Newly-Available Receiver Features

Display Information on Pay Per View Purchases

Set Up the Program Guide Channel Order

Choose a Method to Control Sound Volume

Select the Cancel option to exit.

THE INSTALLATION AND SETUP MENU

The **Installation and Setup Menu** provides a number of functions that help you customize and get information about the system.

Menu Title

Display the Point Dish and Signal Strength Menu

Change Picture Size

Display the Important System Information Menu

Set Up the Receiver for Your Telephone System

Choose How the Receiver Accepts System Upgrades

Reset the Receiver to Factory Default Settings

Select the Cancel option to exit

THE POINT DISH AND SIGNAL STRENGTH MENU

The **Point Dish and Signal Strength Menu** shown below allows you to aim the satellite dish. The *Installation Instructions* that came with the system describe the procedures for installing any satellite dish system. The guide included in the optional Installation Kit describes these procedures in more detail.
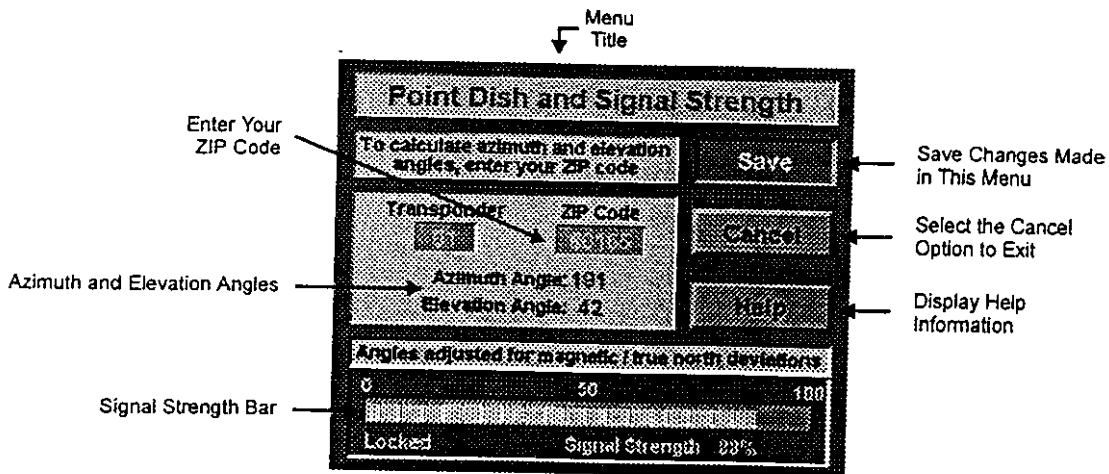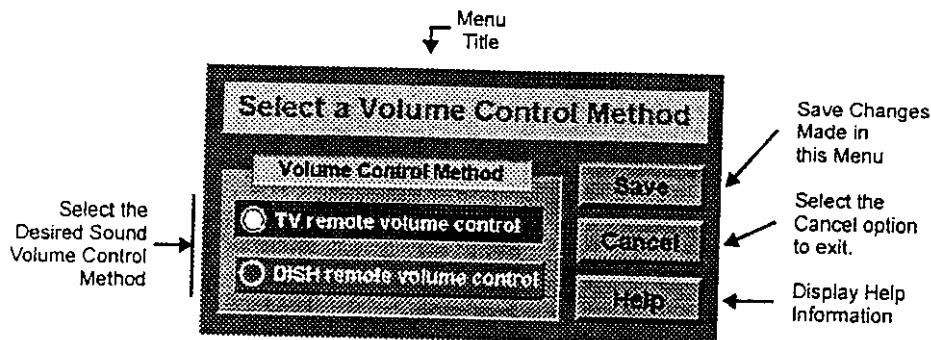

After you aim the satellite dish, important system information is transmitted via the satellite signal to the receiver. Then, the receiver displays the **Point Dish and Signal Strength** menu shown below. This **Point Dish and Signal Strength Menu** allows you to aim multiple satellite dishes at the appropriate satellites. The guide included in the optional Multi-Dish Installation Kit describes the procedures that apply to installing a multi-dish system.
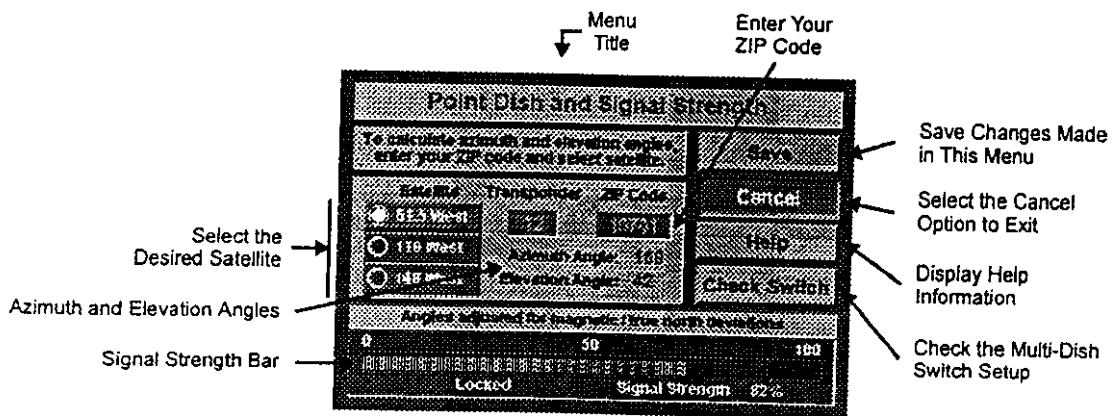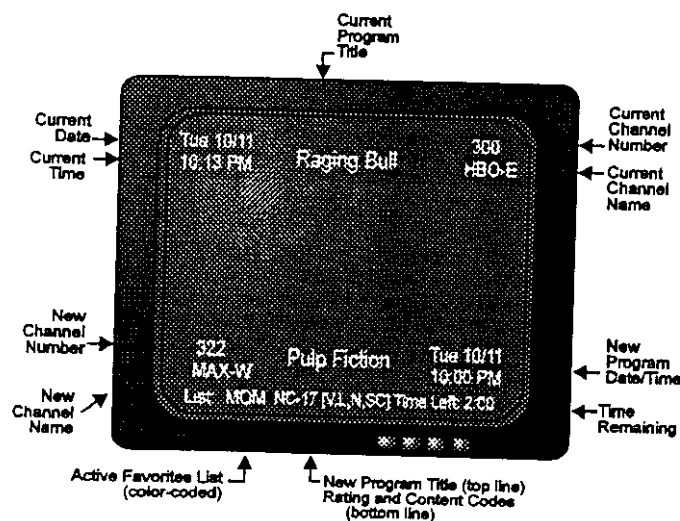
THE SELECT A VOLUME CONTROL METHOD MENU

The **Select a Volume Control Method** menu allows you to customize system sound volume control.

Menu
Title

Select a Volume Control Method

Volume Control Method

Save

○ TV remote volume control

Cancel

○ DISH remote volume control

Help

Select the
Desired Sound
Volume Control
Method

Save Changes
Made in
this Menu

Select the
Cancel option
to exit.

Display Help
Information

(2)

THE BROWSE BANNER

You can use the **Browse Banner** to change channels, or to see what other programs are available without changing the current program.

Note: If the **ALL CHAN** Favorites List is active, the **Browse Banner** displays all the channels. If another list is active, the **Browse Banner** displays *only* the channels on that list.

Current
Program
Title

Current
Date

Current
Time

Tue 10/11
10:13 PM

Raging Bull

300
HBO-E

Current
Channel
Number

Current
Channel
Name

New
Channel
Number

New
Channel
Name

322
MAX-W

Pulp Fiction

Tue 10/11
10:00 PM

New
Program
Date/Time

List: MGM NC-17 [V,L,N,SC] Time Left 2:00

Time
Remaining

Active Favorites List
(color-coded)

New Program Title (top line)
Rating and Content Codes
(bottom line)

Notes

Notes

3 Using the System

ORDERING YOUR PROGRAMMING

This procedure notifies Customer Service that the system is installed and ready to receive satellite signals. You need to have your services activated *before* you can start enjoying your desired programming. You *must* authorize your services when the system is first installed, and whenever you request to add or remove services.

You need to call to notify Customer Service that the system has been installed and that you would like to begin receiving programming. The Customer Service Representative will explain the available program packages. You can then select the services that you want to order.

You will need to give the Customer Service Representative information about the system. To get this information, do the following:

1. Make sure that the satellite dish is aimed for the maximum possible signal strength, and that the important system information has been transmitted ("downloaded") via the satellite signal. See the *Installation Instructions* or the guide included in the optional Installation Kit for these procedures.

2. Display the **Important System Information** menu, as shown below. To do this, press the **System Information** button on the remote control.

The **Important System Information** menu displays the information that you will need:.
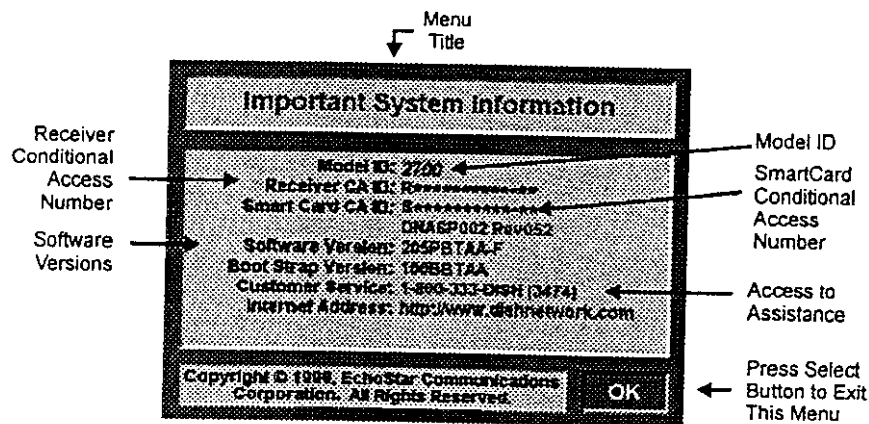
The Customer Service Representative will authorize your programming using the satellite signal. This includes checking that the Smart Card is properly inserted in the receiver. When the services are authorized, you should be able to tune the receiver to channels other than the Preview Channel.

USING THE REMOTE CONTROL

ATTENTION!

If the remote control came with an *instructions booklet* separate from this *User Guide*, follow the instructions for using the remote control in that booklet. Do *not* follow the procedures presented on the next several pages of this *User Guide*.

## INSTALLING BATTERIES IN THE REMOTE CONTROL

ATTENTION!

The remote control is shipped with two AAA batteries, packaged separately. When you replace old batteries, you should replace *both* of the batteries. Use batteries of the same grade, *for example*, alkaline or carbon zinc, and do *not* mix batteries of different grades. Alkaline batteries provide longer battery life.

1. Press down on the slot in the battery cover (on the back of the remote control) and remove the cover.

2. If you are replacing old batteries, remove and replace *all* of the batteries.

3. Insert the new batteries, making sure to match the plus ("+") ends with the plus markings on the battery case.

   Place *only* two batteries in the remote. Place the batteries *only* in the two center positions. Do *not* remove the spacers that prevent batteries from being placed in the two outside positions.

4. Replace the battery cover by inserting the tabs into the slots, and snapping the cover into place.

Battery
Cover

Batteries

Back of
Remote
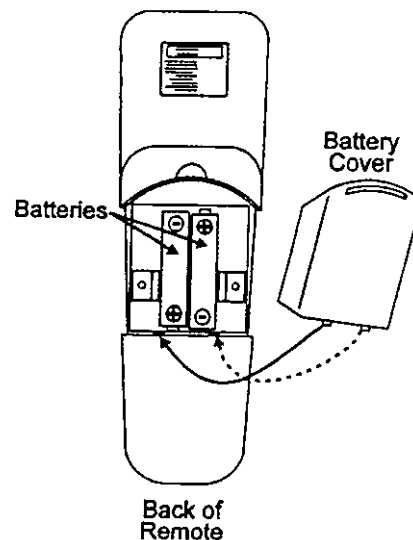
USING THE REMOTE CONTROL BUTTONS

TV/VIDEO BUTTON

Press the remote control **TV/Video** button to switch the signal output from the receiver back panel **TV Set Out (RF or VHF Connection)** between satellite TV and broadcast or cable TV.

TV/VIDEO

BROWSE BUTTON

When watching a program, press the remote control **Browse** button to display the **Browse Banner**.
Note: You can also display the **Browse Banner** by pressing the remote control **Right** arrow button.

BROWSE or
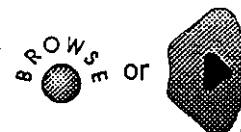
POWER BUTTON

Press the remote control **Power** button to turn the receiver ON or OFF.

The green **Power** light on the receiver front panel lights up to indicate the receiver is ON.

Note: You can also turn the receiver ON or OFF using the front panel **Power** button.

See *Turning the Receiver On and Off* on page 3-7 for details.

MUTE BUTTON

Press the remote control **Mute** button to temporarily activate the mute function.

This displays **MUTE** on the TV screen. Press the **Mute** button again to restore the sound.

Note: The remote control **Mute** button mutes the sound volume output by the satellite receiver. Even if you restore the receiver sound volume, you *must* still restore and/or turn up the sound volume of the television or audio system that you use.

MENU BUTTON

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

VOLUME BUTTON

Press the (+) side of the remote control **Volume** button to increase the sound volume.

Press the (—) side of the **Volume** button to reduce the sound volume.

This temporarily displays a volume scale on the TV screen.

Note: The (non data base) remote control **Volume** button controls the sound volume output by the satellite receiver. Even if you adjust the receiver sound volume, you *must* still adjust the sound volume of the television or audio system that you use. See *Controlling the Sound Volume Using the Remote Control* in this section.

GUIDE BUTTON

Press the remote control **Guide** button to open the **Program Guide**.

UP/DOWN/LEFT/RIGHT ARROW BUTTONS

You can use the remote control **Up/Down/Left/Right** arrow buttons in several ways:

✦ When you are using a menu, press the **Up, Down, Left,** or **Right** arrow button to move the highlight to the desired option.

✦ When watching a program, press the **Right** arrow button to open the **Browse Banner**.

✦ When watching a program, press the **Left** arrow button to open the **Theme Categories** menu.

◆ When watching a program, press the **Up** or **Down** arrow button to change the channel.

◆ When you have a **Browse Banner** open, press the **Up** or **Down** arrow button to view the **Browse Banner** for the next channel.

◆ When a menu offers you a list of choices, press the **Up** or **Down** arrow button to bring more choices into view.

◆ When you have the **Program Guide** open, press the **Up** or **Down** arrow button to move the highlight through the channels.

◆ When you must enter a number in a menu, press the **Up** or **Down** arrow button to increase or decrease the number where you have placed the highlight.

◆ When you have a **Browse Banner** or the **Program Guide** open, press the **Left** or **Right** arrow button to display the current or next program.
Note: The receiver *cannot* display a time period earlier than the present.

SELECT BUTTON

Press the remote control **Select** button to select the highlighted option in a menu and perform the function.

INFORMATION BUTTON

You can use the remote control **Information** button in several ways:

◆ Press the **Information** button for information about a program when:

    ❑ You have the **Program Guide** or a **Browse Banner** open, **or**

    ❑ You have highlighted the program while selecting programs using **Theme Categories, or**

    ❑ You are watching the program.

◆ When you have a menu open that includes a **Help** option, press the **Information** button to see the help information for that menu.

Note: To display the **Important System Information** menu, press the remote control **System Information** button (see below), *not* this button.

VIEW BUTTON

◆ Press the remote control **View** button to return to watching a program.

◆ If you are already watching a program, press the **View** button to briefly display the **Program Banner.**

◆ If you are using the menus, press the **View** button to cancel the procedure and immediately exit back to the program.

CANCEL BUTTON

Press the remote control **Cancel** button to cancel a procedure you are doing and return to the previous menu or to watching a program.

NUMBER PAD BUTTONS

You can use the remote control number pad buttons in several ways:

◆ When watching a program or with the **Program Guide** open, enter the channel number and press the **Select** button to change immediately to that channel.

◆ Use the number pad buttons to enter menu option numbers.

◆ Use the number pad buttons to enter a number such as a ZIP code or a password in a menu.

◆ When you have the **Program Guide** open, enter a number of hours using the number pad buttons, and then press the **Left** or **Right** arrow button to display programs in the time period offset by that number of hours.
Note: The receiver *cannot* display a time period earlier than the present.
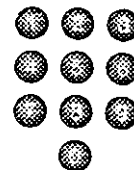
SYSTEM INFORMATION BUTTON

Press this remote control button to display the **Important System Information** menu.
Note: For program information or **Help** option information, press the remote control **Information** button (see above), *not* this button.

SYS INFO

RECALL BUTTON

Press the remote control **Recall** button to go back to the last channel you were watching. Press repeatedly to switch between the last two channels that you watched.

RECALL

PAGE UP BUTTON

When you have the **Program Guide** or a **Theme Categories** menu open, press the remote control **Page Up** button (in the **Guide Paging** area on the remote) to page up through the listing of channels.

PAGE DOWN BUTTON

When you have the **Program Guide** or a **Theme Categories** menu open, press the remote control **Page Down** button (in the **Guide Paging** area on the remote) to page down through the listing of channels.

CONTROLLING THE RECEIVER USING THE REMOTE CONTROL

The remote control uses infrared (IR) light signals to control the satellite TV receiver. The remote control has a maximum range of 40 feet. You *must* point the remote control directly at the receiver, with *no* solid objects in the way. Note: The remote *cannot* control any devices other than the receiver.

CONTROLLING THE SOUND VOLUME USING THE REMOTE CONTROL

When you first get the system, it is set up so that the receiver remote can control the sound volume.
Note: The TV remote can *also* control the sound volume. If you turn down or mute the sound volume using the TV remote, the receiver remote control *cannot* turn the volume back up.

Using the receiver remote to control the sound volume is recommended for normal viewing.
Note: If you are recording a program using a VCR, and you *change* the sound volume using the receiver remote control, the volume recorded will *also* change. For this reason, you may want to set up the system so that the receiver remote *cannot* control the sound volume. See the procedure below. When you are finished recording, make sure to reset the system so that the receiver remote *can* control the sound volume.

To change the sound volume, do the following:

✦ Press the **Volume** button on the receiver remote control, **or**

✦ Press the volume control button on the TV remote control.

To change the way sound volume is controlled, do the following:

	Remote Buttons	Menu Options
1. Make sure that the TV sound volume is *not* turned down or muted *using the TV remote control.* If you turn down or mute the sound volume using the TV remote, the receiver remote control will *not* be able to turn the volume back up.		
2. Press the receiver remote control **Menu** button. This displays the **Main Menu**.	MENU	
3. Select the **System Setup** option. This displays the **System Setup** menu.		System Setup
4. Select the **Volume Control** option. This displays the **Select a Volume Control Method** menu.		Volume Control
5. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the **TV remote volume control** or the **DISH remote volume control** option, as desired. Note: **DISH remote** means the receiver remote control.		TV remote volume control / DISH remote volume control
6. Press the **Select** button to select the highlighted option.	SELECT	
7. Highlight and select the **Save** option to save the volume control setting.		Save

TURNING THE RECEIVER ON AND OFF

	Buttons	Menu Options

- **To turn the receiver ON**, press the remote control **Power** button or *press and hold* the receiver front panel **Power** button (the center of the buttons on the front panel) for a few seconds.
  The green **Power** light on the receiver front panel lights up.

POWER

- **To turn the receiver OFF**, press the remote control **Power** button or *press and hold* the receiver front panel **Power** button (the center of the buttons on the front panel) for a few seconds.
  The green **Power** light on the receiver front panel turns off.

USING THE ON-SCREEN MENUS

The menus make using the receiver and selecting services quick and easy. The receiver displays the menus on the TV screen ("on-screen"). Use the menus to communicate with the receiver and to use the receiver features, such as setting security locks, selecting a program, or defining a Favorites List. See the appropriate sections of this chapter for the procedures to use these features.

OPENING THE MENUS

You can use either of two methods to open the menus:

- Press the appropriate remote control button to immediately open the desired menu.
  - ❏ **Guide**   Opens the **Program Guide**.
  - ❏ **Information**   Displays information about a program. For a menu with a **Help** option, displays help information for that menu.
  - ❏ **Menu**   Opens the **Main Menu**.

- Open the **Main Menu**, then open any of the other menus from the **Main Menu**.

CLOSING THE MENUS

You can close a menu and return to watching a program by finishing whatever procedure you were doing, by pressing the remote control **View** button, or by repeatedly pressing the remote control **Cancel** button.

OR

VIEW   CANCEL
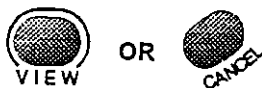
Note: If you do not do anything in a menu for several minutes, the menu automatically closes. This will discard any changes you made, and display the program you were watching. *It does not indicate that anything is wrong with the receiver.*

MENU OPTIONS

A typical menu option looks like this:

or this:

First you must *highlight* the menu option, then you can *select* it.

HIGHLIGHTING A MENU OPTION

To *highlight* a menu option, you use the remote control **Up/Down/Left/Right** arrow buttons to move the on-screen highlight to the menu option. When you do this, the option appears a little darker than the other options, and it looks "pushed in."

Note: This highlight is *not* like the highlight you may have seen on a computer screen, where the highlighted text or symbol appears *lighter* than other items.

A typical *highlighted* menu option looks like this:

or this:

SELECTING A MENU OPTION

When you *select* a menu option, that menu function is immediately performed. You can use either of two methods to select a menu option:

✦ Press the remote control number pad button that matches the number, if any, on the menu option. If you do this, you do *not* need to *highlight* the option first.

✦ Move the highlight to the menu option using the remote control **Up/Down/Left/Right** arrow buttons.

Then press the remote control **Select** button.

LISTS OF CHOICES IN THE MENUS

When you make a choice in a list, the receiver does not apply the change until you *select* the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option to discard all the changes made in the menu. **Note:** The following lists are *for example only.*

There are two types of lists: *single selection* and *multiple selection*:

Single selection allows only one choice to be selected at one time. If you select another choice, the previous choice is deselected. The single-selection list uses a circle to identify the choice.
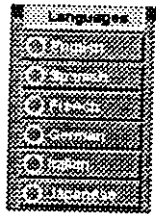
Multiple selection allows multiple choices to be selected at one time. If you select another choice, the previous choices remain selected. The multiple-selection list uses squares to identify the choices.
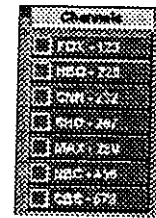
HIGHLIGHTING A CHOICE IN A MENU LIST

Use the remote control **Up/Down/Left/Right** arrow buttons to move the highlight to the desired item in the list. The black arrows on the list indicate the direction(s) in which you can move the highlight.

SELECTING A CHOICE IN A MENU LIST

To *select* a choice in a list, *highlight* the choice and then press the remote control **Select** button. Make sure you highlight and select the **Save** or **OK** option to save your choice. Highlight and select the **Cancel** option to discard your choice.

When you *highlight* a choice in a *single-selection* list, it typically appears as shown below:
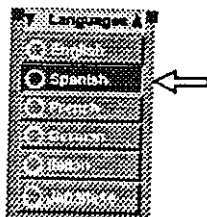
When you *highlight* a choice in a *multiple-selection* list, it typically appears as shown below:
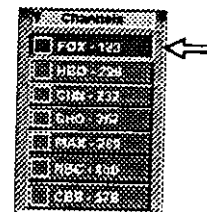
When you *select* the choice in a *single-selection* list, the choice is marked as shown below:
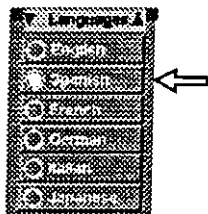
When you *select* choices in a *multiple-selection* list, the choices are marked on the list as shown below:
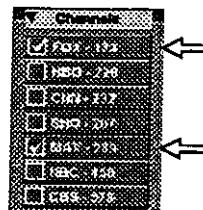
CANCELING A PROCEDURE

ATTENTION!

If you want to cancel a procedure, you *must* press the remote control **Cancel** or **View** button *before* you do the last step of the procedure. See the specific procedure for more information.

If pressing the **Cancel** or **View** button does not exit from the current menu, you *must* finish the current procedure by selecting a menu option.

You can use either of two methods to cancel a procedure:

✦ If you want to immediately return to watching a program, press the remote control **View** button.

VIEW

If you want to return to the previous menu, press the **Cancel** button.

CANCEL

Note: In some functions, this will also immediately return you to the program.

or

✦ Wait a few minutes and the menu will automatically close, discarding any changes you have made.

Note: *This does not indicate that anything is wrong with the receiver!*

CHANGING CHANNELS

ATTENTION!

If the program you choose is security locked and the receiver is locked, you *must* enter the receiver password to watch the program. See *Accessing a Locked Channel, Program, or the Parental and System Locks Menu* on page 3-30.
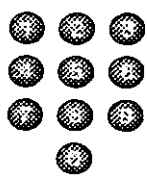
Buttons

Either: Press the remote control **Up** or **Down** arrow button to bring the desired channel into view.
Only the channels in the active Favorites List are displayed.

or

Use the remote control number pad buttons to enter the desired channel number.

or

Press the receiver front panel **Up** or **Down** arrow button to change channels.

DISPLAYING THE LIST OF AVAILABLE CHANNELS AND PROGRAMS

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, and to buy pay per view programs.

✦ The **Program Guide** indicates which Favorites List is active, with each list name shown in a slightly different color. If the **ALL CHAN** list is active, the **Program Guide** displays all the channels. If another list is active, the **Program Guide** displays *only* the channels on that list. See *Using Favorites Lists* on page 3-19 for information on Favorites Lists.

✦ The **Program Guide** listing may include channels to which you have not subscribed if the **ALL CHAN** list is active. These channels have a *red* background behind the channel name and number. If you try to tune to one of these channels, the receiver displays an "attention" message. See *Available Services* on page 1-3 for more information about subscription channels and adding services.

✦ The listing includes *only* programs that are being shown now and that are scheduled for an extended time beyond the present. The listing does *not* include programs that have ended.

✦ You can set up the listing to show channels in *ascending* order (*for example*, from top to bottom, 122, 140, and 170) or in *descending* order (*for example*, from top to bottom, 170, 140, and 122). To do this, press the remote control **Menu** button to open the **Main Menu**. Then, highlight and select the **System Setup** option to open the **System Setup** menu. In the **System Setup** menu, highlight and select the **Channel Order** option, then follow the menu instructions.
Note: If you do *not* set a channel order, the **Program Guide** *automatically* displays the channels in descending order.
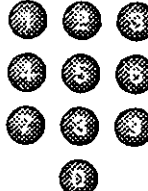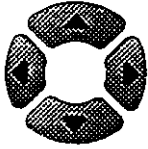
OPENING THE PROGRAM GUIDE
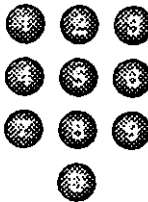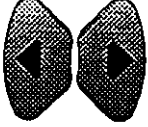
To open the **Program Guide**, do the following:

	Remote Buttons	Menu Options
Either: Press the **Guide** button. **or** 1. Press the **Menu** button. This displays the **Main Menu**. 2. Select the **Program Guide** option.		

SELECTING A PROGRAM IN THE PROGRAM GUIDE

Note: The following procedure includes two ways of selecting a program in the **Program Guide**. If you select a program that has not started yet, the receiver displays program information about the program but does *not* change to the channel on which the program is to be shown.

	Remote Buttons	Menu Options
Either:		
1. Use the number pad buttons to enter the desired channel number. The **Program Guide** displays the channel number and a block of channels including the one that you entered.		
2. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the desired program.		
3. If desired, press the **Information** button for more information about the highlighted program. Press the **Cancel** button to return to the **Program Guide**.		
4. Press the **Select** button to change to the new channel.		

or

1. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the desired program.

   Note: *Only* the channels in the active Favorites List are displayed. All unpurchased channels are shown with a *red* background.

2. Press the **Page Down** button to page down, or the **Page Up** button to page up through the **Program Guide**.

3. Enter a number of hours using the number pad buttons.
   The **Program Guide** displays the number of hours.

   Press the **Left** or **Right** arrow button to skip the display forward or backward that number of hours.

   Note: The **Program Guide** can display programs scheduled for an extended time beyond the present.

4. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the desired program.

5. If desired, press the **Information** button for more information about the highlighted program.

6. Press the **Select** button to change to the channel for the program.

CLOSING THE PROGRAM GUIDE

To close the **Program Guide**, press the remote control **Cancel** button. The receiver displays the program you were watching before you opened the **Program Guide**.

DISPLAYING PROGRAM INFORMATION WHILE WATCHING A PROGRAM

The on-screen **Program Banner** provides information about the program you are watching. The on-screen **Browse Banner** also provides information about current and future programs, on the current channel or another channel, while you are watching the original program.

USING THE PROGRAM BANNER

The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the TV screen every time you change the channel or press the remote control **View** button. The information varies, depending on the specific program, but may include any or all of the items in the following figure:
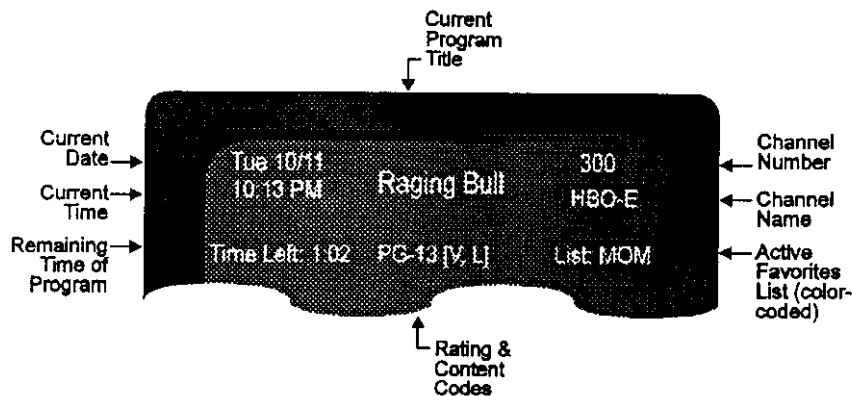
USING THE BROWSE BANNER

You can use the **Browse Banner** to see what other programs are available without changing the current program. The receiver displays the **Browse Banner** at the top and bottom of the TV screen.
Note: If the **ALL CHAN** list is active, the **Browse Banner** displays all the channels. If another list is active, the **Browse Banner** displays *only* the channels on that list.

The **Browse Banner** includes the items in the following figure:
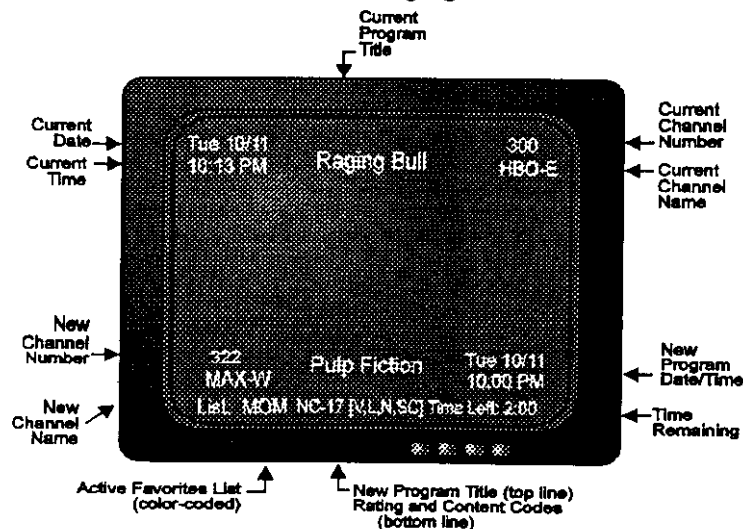
OPENING THE BROWSE BANNER

To open the **Browse Banner**, press the remote control **Browse** button, or the **Right** arrow button.
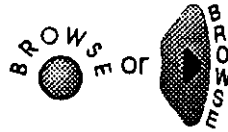
DISPLAYING THE BROWSE BANNER FOR OTHER PROGRAMS

To display the **Browse Banner** for other programs, do the following:

	Remote Buttons	Menu Options
1. Press the remote control **Browse** button, **or** the **Right** arrow button, to open the **Browse Banner** for the program that you are watching.		
2. **Either:** Enter the channel number for the desired program, using the number pad buttons. **or** Press the **Up** or **Down** arrow button to display the desired channel in the bottom part of the **Browse Banner**. **Note:** The **Browse Banner** displays *only* the channels in the active Favorites List.		
3. Press the **Right** arrow button to display the next program. Press the **Left** arrow button to display the previous program. **Note:** The receiver can display programs that are on now, and programs scheduled for an extended time beyond the present, but *cannot* display programs that have ended.		
4. Press the **Information** button for more information about the program listed in the **Browse Banner**, if desired.		

CHANGING CHANNELS USING THE BROWSE BANNER

If you are using the **Browse Banner** and see a program that you want to watch, do the following to change to the new channel. **Note**: If you select a program that has not started yet, the receiver displays information about the program but does *not* change to the channel on which the program is to be shown.

	Remote Buttons	Menu Options
1. Make sure the program you want to watch is displayed in the bottom part of the **Browse Banner**.		
2. Press the **Select** button to change to the new program. The **Browse Banner** closes automatically.		

CLOSING THE BROWSE BANNER

To close the **Browse Banner**, press the remote control **Cancel** button. The receiver remains tuned to the program you are watching.

ORDERING PAY PER VIEW PROGRAMS

ATTENTION! *You are responsible for all pay per view purchases. To lock the receiver to prevent unauthorized pay per view purchases*, see *Locking the Receiver* on page 3-31. The receiver *must* be connected at all times to an active telephone connection. If you use more than one receiver, *each* receiver *must* be connected to an active telephone connection at *all* times. If you want to watch a pay per view program on TVs connected to different receivers, you *must* order the program for *each* receiver and you will be billed for *each* order.

You can find out what pay per view programs are available, and preview such programs by selecting the Preview Channel in the **Program Guide**.

	Remote Buttons	Menu Options
1. Highlight and select the desired pay per view program in the **Program Guide**.		

2. **If the receiver is locked**, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.
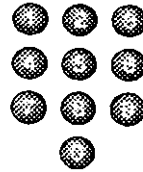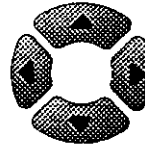
    As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
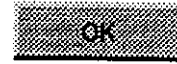
    Press the **Select** button.

3. **Either**: *To buy the pay per view program*, highlight the **Yes** option using the **Up/Down/Left/Right** arrow buttons.
    Press the **Select** button.
    The receiver displays a confirmation menu (see step 4).

    or

    If you *do not* want to buy the pay per view program, press the **Up** or **Down** arrow button (if you are watching a program), **or** highlight and select the **No** or **Cancel** option.
    If you do this, you can stop here.

4. **At the confirmation menu:**

    Either: Move the menu highlight to the **Yes** option using the **Up/Down/Left/Right** arrow buttons.
    Press the **Select** button to confirm the purchase.
    The pay per view fee will be added to your next bill.

    or
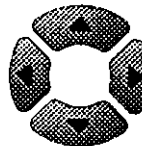
    Highlight and select the **No** or **Cancel** option to cancel the purchase.
    Note: You *cannot* cancel an order for a pay per view program, whether it was just ordered or ordered previously.
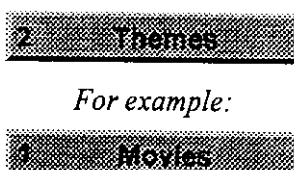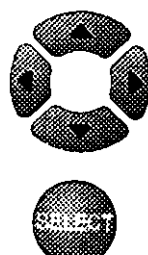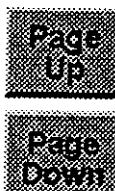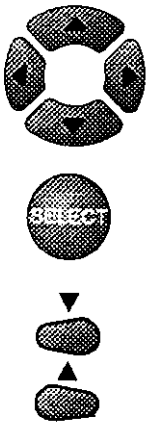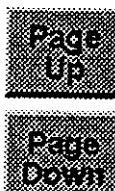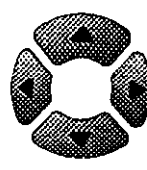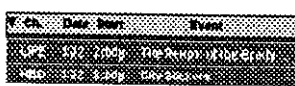
LISTING AND CHOOSING PROGRAMS BY THEMES

You can list and choose programs according to the theme of their contents. *For example*, you can list just movies or just sports. You can then quickly list programs based on that theme, and choose the program you want without having to search through all the channels.

Note: If you select a program that has not started yet, the receiver displays program information about the program but does *not* change to the channel on which the program is to be shown.

	Remote Buttons	Menu Options

1. **Either**: While watching a program, press the **Left** arrow button to display the **Theme Categories** menu.

   or

   Press the **Menu** button to display the **Main Menu**. Select the **Themes** option to display the **Theme Categories** menu.

2. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the option for a desired category. Press the **Select** button to select that option. This displays a list of programs within the category. Programs on channels to which you have not subscribed are shown with a *red* background.

   For example:

3. Highlight and select the **Page Down** and **Page Up** options to speed your search for the desired program.

   Press the **Page Down** button to page down, or the **Page Up** button to page up through the list of programs.

4. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the desired program in the program list.

5. Press the **Select** button to watch the program.

USING FAVORITES LISTS

Favorites Lists are lists of your favorite channels. You can create and modify the lists yourself, adding and removing channels as you wish. When you make a Favorites List active, the **Program Guide** displays *only* the channels in that list.

Note: If the **Program Guide** does not display the channels you want, it may be because a Favorites List is active. See *Making a Favorites List Active* below for the procedure to change which list is active.

✦   You can tune the receiver to a channel *whether or not* that channel is on the active Favorites List by entering the channel number using the remote control number pad buttons.

✦   If you choose a program using **Theme Categories**, the receiver tunes to the channel for that program *whether or not* that channel is on the active Favorites List (*however*, if the program has not started yet, the receiver displays program information but does *not* tune to the channel for the program).

✦   The **ALL CHAN** Favorites List contains *all* the channels. You *cannot* make any changes to this list. If you want the **Program Guide** to display *all* the available channels, set **ALL CHAN** as the active Favorites List.

You can create up to four different Favorites Lists, each including up to 30 channels. Each Favorites List is indicated by a slightly different color in the **Program Guide**. You can give each list a unique name, such as **Mom, Dad, Junior**, etc. 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.

Note: If you do *not* create any Favorites Lists, the receiver *automatically* uses the **ALL CHAN** list.
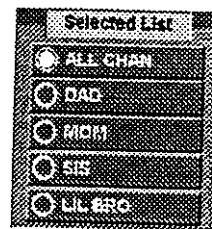
MAKING A FAVORITES LIST ACTIVE

Note: If you want the **Program Guide** to display *all* the available channels, make the **ALL CHAN** Favorites List active.

	Remote Buttons	Menu Options
Either: If the **Program Guide** is open, press the **Guide** button to select the next Favorites List. Press the **Guide** button repeatedly to scan through all the available lists.	GUIDE	Favorite List Dad
or		
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Favorites** option. This displays the **Favorites Lists** menu.		4 Favorites

3. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the desired Favorites List (*example* list names are shown here).

4. Highlight and select the **Save** option to make the highlighted Favorites List active.

   Note: If you try to make an empty Favorites List active, the receiver highlights the **Modify List** option. You *must* add at least one channel to this Favorites List before you can make it active.

CREATING OR MODIFYING A FAVORITES LIST

You can create, add channels to, and remove channels from a Favorites List.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Favorites** option. This displays the **Favorites Lists** menu.		
3. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the option for the Favorites List that you want to create or change (*example* list names are shown here). Press the **Select** button to select the highlighted list.		
4. Highlight and select the **Modify List** option. This displays the list of channels in the Favorites List (an *example* list is shown here). **Note**: If you select the **ALL CHAN** Favorites List and then select the **Modify List** option, the receiver displays an error message. You *must* select another Favorites List to modify.		
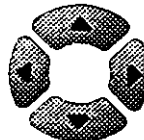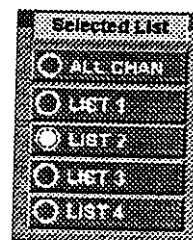
Note: At any time you can highlight and select the **Clear** option to immediately remove *all* channels from the current list. Because the **Clear** option appears on the menu you use to modify a Favorites List, and the receiver does *not* display this menu for the **ALL CHAN** list, you *cannot* clear the **ALL CHAN** list.

5. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the **Channels** list.
   In that list, move the highlight to a channel you want to add to the Favorites List.

   Either: Use the **Up** or **Down** arrow button to bring the desired channel into view.

   or

   Use the number pad buttons to enter the channel number.

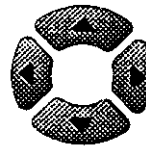6. Press the **Select** button to add the highlighted channel to the Favorites List.

   Note: Repeat steps 5 and 6 until all desired channels are added.

7. To delete a channel from the Favorites List, use the **Up/Down/Left/Right** arrow buttons to move the highlight to the channel in the list.
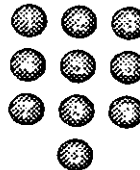
8. Press the **Select** button to delete the channel from the list.

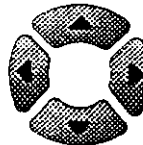   **Note**: Repeat steps 7 and 8 until all desired channels are deleted.

9. Highlight and select the **Save** option to save all changes to the Favorites List.
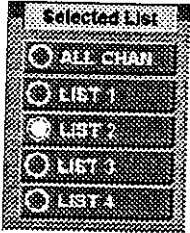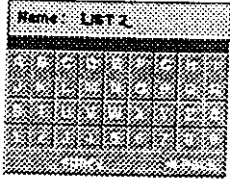
CHANGING THE NAME OF A FAVORITES LIST

	Remote Buttons	Menu Options

1. Press the **Menu** button.
   This displays the **Main Menu**.

   MENU

2. Select the **Favorites** option.
   This displays the **Favorites Lists** menu.

3. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the Favorites List to be changed (*example* list names are shown here).

   Press the **Select** button to select the highlighted list.

4. Highlight and select the **Edit List Name** option.

   Note: If you select the **ALL CHAN** Favorites List and then select the **Edit List Name** option, the receiver displays an error message. You *cannot* change the name of the **ALL CHAN** list.

   Note: At any time, you can highlight and select the **Clear** option to immediately remove all the characters from the name.

5. Use the **Up/Down/Left/Right** arrow buttons to highlight a letter in the keypad area on the menu. Press the **Select** button. Repeat to spell out the desired name.
   You can enter up to eight characters, including spaces.
   If necessary, highlight and select the **space** option to insert a space in the name or the **<back** option to correct a letter.

6. Highlight and select the **Save** option to save all changes.

READING ELECTRONIC MAIL

Occasionally, you may receive electronic mail from Customer Service via the satellite signal. This mail typically tells you about upcoming events, programs, special offers, and network changes. You may also receive mail that is specifically addressed to you, telling you about billing changes or asking you to call Customer Service.

Note: You *cannot* send mail, only receive it.

When you have unread messages, the receiver is ON, and you display information about a program, the on-screen information includes an envelope symbol.

ATTENTION!

It is important that you read, and then delete the mail messages that you receive. The receiver can store only a certain number of messages. If it receives more messages than it can hold, it deletes the oldest messages, as necessary, to make room. If this happens, you may miss important information.

	Remote Buttons	**Menu Options**
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Mail** option. This displays the **Mail Menu**. **Note:** If the receiver does not contain any mail messages, it displays a message saying this, *instead* of the **Mail Menu**. You can stop here.		Mail
3. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to a mail message on the **Select Mail to Read** list. 4. Press the **Select** button to display the highlighted message.		Select Mail to Read
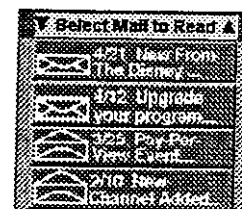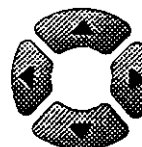
5. If necessary, press the **Up** or **Down** arrow button to display all of the message.

6. **Either:** After you are finished reading, highlight and select the **Delete** option to delete the mail message.

   or

   Highlight and select the **Save** option to save the message.

SETTING AND USING SECURITY LOCKS

• Security locks allow you to make sure the receiver is being used the way you want it to be used.

   You can use either or both of two types of security, or you may choose not to use either.

   ✦ You can lock the receiver, so that *only* those who know the password can access locked features (see below).

   ✦ You can set up a Personal Identification Number (PIN) at Customer Service to keep unauthorized people from calling and ordering services (see *Customer Service Security* on page 3-34).

PARENTAL AND SYSTEM LOCKS

You can set locks to keep anyone who does *not* know the password from:

✦ Watching one or more specified channels.

✦ Watching programs with certain rating or extended rating (content) codes.

✦ Buying added cost services such as pay per view programs.

✦ Using the receiver front panel **Control Buttons**.

How to Set Locks: A Two Step Process

To set locks, you must do two steps, as follows:

1. *Create the channel or program locks* (you do *not* need to do this if you wish to lock *only* pay per view services). Also, lock the receiver front panel **Control Buttons**, if desired.

2. *Lock the receiver.* This puts the locks you have created into effect, and also *automatically* locks the purchase of added cost services *including* pay per view services.

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

ATTENTION!

First you *set* the locks; then you *lock the receiver.* You *must* lock the receiver in order to put *any* locks into effect. If you unlock the receiver, leave the locks unchanged, and then lock the receiver again, the same locks will be in effect as before.

If you want to lock *only* pay per view services, you do *not* need to create any special locks. *Just lock the receiver,* and this *automatically* locks pay per view services.

How to Lock the Receiver

To lock the receiver, you must set a password:

+ When you lock the receiver, you *must* enter and verify a 4-digit number password, which you make up.

+ Later, you *must* enter the same password to unlock the receiver, to access locked features, or to make changes to locked features.

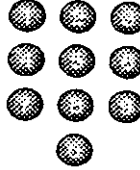## When You Have Locked the Receiver

When the receiver is locked:
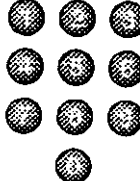
+ If you try to access a locked program or channel, the receiver displays a message prompting you to enter the password. You *must* also enter the password to access the **Parental and System Locks** menu.

   □ The receiver allows you three tries to enter the correct password.

   □ If you do not enter the correct password in three tries, the receiver does *not* allow more tries for several minutes.

+ If you enter the correct password, you can then access the locked item or the **Parental and System Locks** menu.

+ If you exit a locked item or the **Parental and System Locks** menu, you *must* reenter the password to access the item or the menu again.

ATTENTION!

If you forget your password, you will need to speak with a Customer Service Representative. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and, (5) your Personal Identification Number (PIN), if used.

CREATING OR MODIFYING CHANNEL LOCKS

	Remote Buttons	Menu Options

1. Press the **Menu** button.
   This displays the **Main Menu**.

   MENU

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.

   As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

   Press the **Select** button.

   This displays the **Parental and System Locks** menu.

3. Select the **Channel Locks** option.

4. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the channel that you want to lock, in the **Channels** list.

   If necessary, press the **Up** or **Down** arrow button to bring the desired channels into view.

   You can also enter each channel number directly using the number pad buttons.

5. Press the **Select** button to lock or unlock the highlighted channel. If the checkbox next to the channel has a checkmark, the channel is locked. If there is no checkmark, the channel is not locked.

   This is an unlocked channel

   This is a locked channel

6. Highlight and select the **Save** option to save the changes.

7. **If the receiver is not already locked**, you *must* lock it to put the lock you just created into effect. See *Locking the Receiver* on page 3-31.

CREATING OR MODIFYING RATING CODE LOCKS

Do the following to set program locks based on rating or extended rating (content) codes. Then, when the receiver is locked, *only* someone who knows the password can watch these programs. See the *Glossary* on page 4-8 for a definition of each of the rating codes.

ATTENTION!

Parents beware, the rating and extended rating (content) codes that the receiver uses for program locks reflect the codes that the original program providers assigned to the programs. The actual content of the programs *may differ* from their assigned ratings. *No rating system can guarantee that all objectionable material is screened out*. Like all other security locks, these locks are *only* in effect when the receiver is locked. Also, television program ratings *differ* from movie ratings. Television program ratings do *not* activate the receiver program locks.
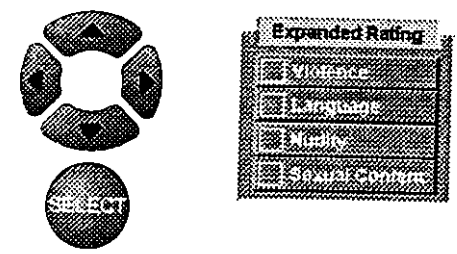
	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Locks** option. **If the receiver is locked**, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **Select** button. This displays the **Parental and System Locks** menu.		5 Locks OK
3. Select the **Ratings Locks** option.		1 Ratings Locks
4. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the rating in the **Rating** list that corresponds to the *lowest* acceptable audience age. **Note**: *All* ratings that are *more restrictive* than the selected rating are *also* selected. *For example*, if you lock PG-13 rated programs, then *all* programs with the R, NC-17, and NR/AO rating are *also* locked. Press the **Select** button to lock the highlighted rating.		Rating PG PG-13 R NC-17 NR/AO
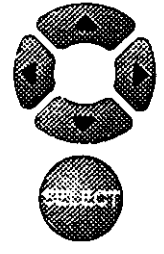
5. Use the **Up/Down/Left/Right** arrow buttons to move the highlight to the expanded rating code(s) in the **Expanded Rating** list, if you want to lock these ratings also.

   Press the **Select** button to lock the highlighted rating.
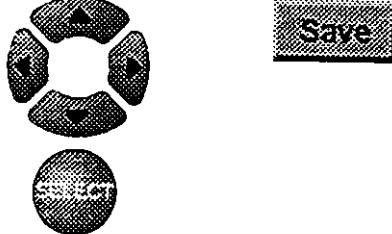
6. To unlock a rating code, use the **Up/Down/Left/Right** arrow buttons to move the highlight to the code.

   Press the **Select** button to unlock the highlighted rating.

7. Highlight and select the **Save** option to save the changes.

8. **If the receiver is not locked**, you *must* lock it to put the lock you just created into effect. See *Locking the Receiver* on page 3-31.

LOCKING THE RECEIVER FRONT PANEL CONTROL BUTTONS

ATTENTION!

After you do this procedure *and lock the receiver*, the receiver responds *only* to the front panel **Power** button. This is useful if you want to prevent anyone else from changing the channel. This does *not* lock the remote control buttons, so you should put away or hide the remote.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.

   As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

   Press the **Select** button.

   This displays the **Parental and System Locks** menu.

3. Select the **Front Panel Lock** option.

4. Highlight and select the **Lock** option.

5. **If the receiver is not locked**, you *must* lock it to put the lock you just created into effect. See *Locking the Receiver* on page 3-31.

UNLOCKING THE RECEIVER FRONT PANEL CONTROL BUTTONS

ATTENTION!

You *must* use the remote control to unlock the receiver front panel **Control Buttons**. If you lose or damage the remote control, you will need to speak with a Customer Service Representative. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and, (5) your Personal Identification Number (PIN), if used.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	

2. Select the **Locks** option.

   If the receiver is locked, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.

   As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

   Press the **Select** button.

   This displays the **Parental and System Locks** menu.

3. Select the **Front Panel Lock** option.

4. Highlight and select the **Yes** option.

ACCESSING A LOCKED CHANNEL, PROGRAM, OR THE PARENTAL AND SYSTEM LOCKS MENU

Do the following to access a locked channel or program, or the **Parental and System Locks** menu, when the receiver is locked. See *Ordering Pay Per View Programs* on page 3-16 for the procedure to order a pay per view program when the receiver is locked.

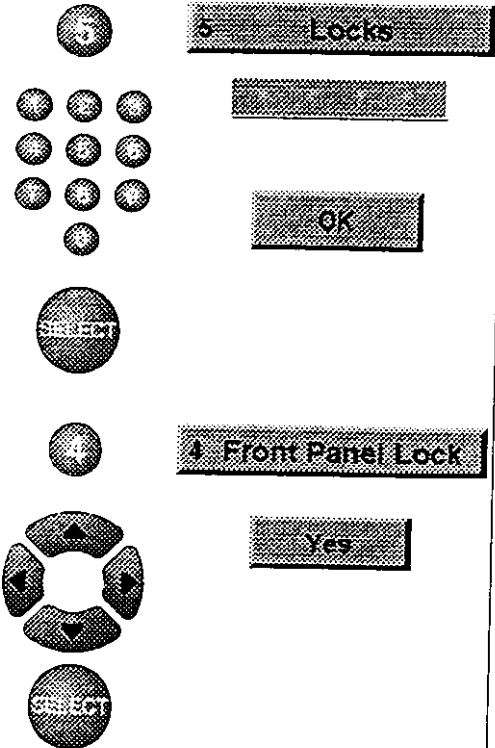|	Remote Buttons	Menu Options
1. Choose a channel or a program that is locked. The receiver displays an "attention" message telling you that the item is locked and prompting you to enter the password.		
2. Enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.		
As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.		
Press the **Select** button.		
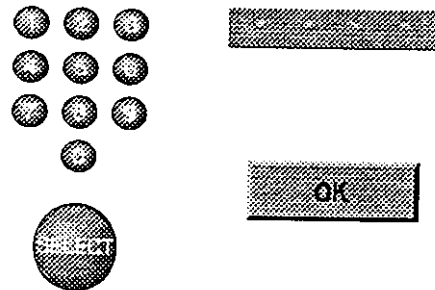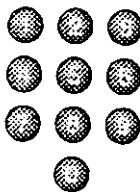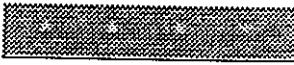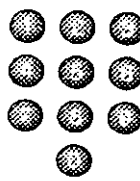
LOCKING THE RECEIVER

ATTENTION! You *must* lock the receiver for any receiver security locks that you set to be in effect. Locking the receiver *automatically* locks the purchase of added cost services, such as pay per view programs.

If you forget your password, you will need to speak with a Customer Service Representative. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and, (5) your Personal Identification Number (PIN), if used.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Locks** option. This displays the **Parental and System Locks** menu. Note: If the receiver displays a message prompting you to enter a password, it has *already* been locked.		5 Locks
3. Select the **Lock System** option. The receiver displays a message prompting you to enter a password. Note: If this option appears as **Unlock System** instead, the receiver is *already* locked.		3 Lock System
4. Enter and verify a password, using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password. *Write down the password and put it in a safe place.* From now on, you *must* enter this password to lock or unlock the receiver.		
5. Highlight and select the **OK** option. All the locks you have set are now in effect.		OK
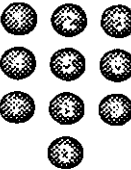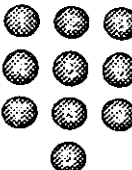
UNLOCKING THE RECEIVER

ATTENTION! After you do this procedure, *all* receiver security locks are turned off until you lock the receiver again. If you unlock the receiver, leave the locks unchanged, and then lock the receiver again, the same locks will be in effect as before.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Locks** option.		5 Locks
With the receiver locked, you *must* enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.		
As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.		OK
Press the **Select** button.		
This displays the **Parental and System Locks** menu.		
3. Select the **Unlock System** option. Note: If this option appears as **Lock System** instead, the receiver is *already* unlocked.		3 Unlock System

CHANGING THE RECEIVER PASSWORD

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **Locks** option.		5 Locks
If the receiver is locked, enter the password using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.		
As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.		OK
Press the **Select** button.		
This displays the **Parental and System Locks** menu.		

3. Select the **Change Password** option.

4. Enter the current password using the number pad buttons.
    The receiver displays asterisks (*) as you enter the digits of the password.
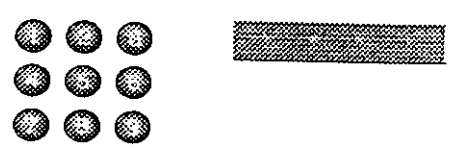
    As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

    Press the **Select** button.
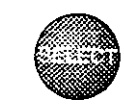
5. Enter the new password using the number pad buttons.
    The receiver displays asterisks (*) as you enter the digits of the password.

    As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. **Go on to the next step.**

6. **Either:** Select the **OK** option to change the password.

    or

    If you *do not* want to change the password, press the **Cancel** button or select the **Cancel** option to cancel the password change. You can stop here.

7. Enter the new password again for verification, using the number pad buttons. The receiver displays asterisks (*) as you enter the digits of the password.

    As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.

    Press the **Select** button.

    Write down the new password and put it in a safe place. From now on, this password *must* be entered to lock or unlock the receiver.

DISCARDING ALL SETUP INFORMATION

If you want to discard changes made using the menus and reset the receiver to be the same as when it was shipped from the factory (that is, "to the factory default settings"), do the following:

ATTENTION!

Resetting the receiver to the factory default settings discards all Favorites Lists except the **ALL CHAN** list. If you have set security locks on the receiver, and the receiver is *locked*, these locks will *not* be discarded. If the receiver is *unlocked*, these locks *will* be discarded.

You *cannot* reset the receiver to default settings to discard a password you have forgotten, *nor* can an unauthorized person do so to bypass a receiver security lock.

	Remote Buttons	**Menu Options**
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **System Setup** option. This displays the **System Setup** menu.		6. System Setup
3. Select the **Installation** option. This displays the **Installation and Setup** menu.		4. Installation
4. Select the **Factory Defaults** option. The receiver displays a warning message, prompting you to confirm that you want to reset the receiver.		5. Factory Defaults
5. Highlight and select the **Yes** option to confirm the reset. The receiver resets, and then displays the **Installation and Setup** menu.		Yes

CUSTOMER SERVICE SECURITY

You can set up a Personal Identification Number (PIN) at Customer Service for call-in requests only. Anyone calling Customer Service with a request *must* provide this PIN to authorize any transactions to your account, whether speaking with a Customer Service Representative or using the Customer Service automatic telephone assistance system. This includes purchasing services and making account inquiries.

When you call Customer Service to authorize your programming, you can set up a PIN. You may call Customer Service at any later time to set up a PIN.

ATTENTION!

If you forget your PIN, you will need to speak with a Customer Service Representative. The Customer Service Representative may ask for additional information to confirm that you are authorized to make transactions to your account.

RECORDING PROGRAMS

WHAT YOU CAN AND CANNOT DO

◆ You can tape a satellite program you are watching.

◆ You *cannot* tape a satellite program different from the one you are watching.

◆ You *cannot* watch a video tape through the receiver.

Note: Many TV programs and films are copyrighted. In certain circumstances, copyright law may apply to private, in-home videotaping of copyrighted materials.

RECORDING A PROGRAM YOU ARE WATCHING

If the VCR is connected to the receiver correctly, you can record programs that you are watching. In particular, the receiver back panel **Channel 3/4 Switch**, and *both* the VCR channel switch *and* viewing channel *must* all be set to the same channel. See *Wiring the System Together* in the Reference section of this manual or the *Installation Instructions* for more details.

ATTENTION!

If you open any menu (including the **Program Guide**) while recording a program, the menu will also be recorded. If you change the volume or activate the mute button, the volume change will be recorded.

WATCHING PROGRAMS IN OTHER LANGUAGES

You may be able to change the language of the programs you watch by using the **Alternate Audio** menu. To change to an alternate language, do the following:

Note: An alternate language may *not* be available for *all* programs. Some programs, such as movies, indicate at the start of the program whether an alternate language is available. Also, the alternate language applies *only* to the audio part of programs and does *not* change the language used in the menus displayed by the receiver.

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	
2. Select the **System Setup** option. This displays the **System Setup** menu.		6 System Setup
3. Select the **Alternate Audio** option. This displays the **Alternate Audio** menu.		2 Alternate Audio

4. Use the **Up/Down/Left/Right** arrow buttons to move the
   highlight to the desired language in the **Languages** list.
   Press the **Select** button to select the highlighted language.

   Note: If the program is being transmitted in a language not
   listed, then selecting the **Alternate** option selects that
   language. If not, then selecting the **Alternate** option selects
   English.

5. **Either:** Highlight and select the **Save** option to save your
   language choice. The receiver displays the **System Setup**
   menu.
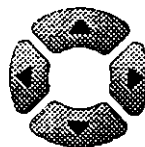
   or

   Press the **Cancel** button to cancel any changes you have made
   in the **Alternate Audio** menu.
   The receiver displays a confirmation menu
   (see below).

   At the **Confirmation Menu**,

   Either: Highlight and select the **Yes** option to *discard* any
   language changes you have made.

   or

   Highlight and select the **No** option to *save* any language
   changes you have made. The receiver displays the **System
   Setup** menu.

PERFORMING DIAGNOSTIC TESTS

Diagnostic Tests are available for you to check that the main parts of the system are working correctly.
The **Diagnostics** menu includes tests for the following parts: the receiver front panel, the remote control,
the dish signal, the receiver telephone connection, and the main unit (*that is*, the receiver). A Customer Service
Representative may ask you to do some of these tests while trouble-shooting problems.

To begin a diagnostic test, do the following:

STARTING A DIAGNOSTIC TEST

	Remote Buttons	Menu Options
1. Press the **Menu** button. This displays the **Main Menu**.	MENU	

2. Select the **System Setup** option.
   This displays the **System Setup** menu.

3. Select the **Diagnostics** option.
   This displays the **Diagnostics** menu.

4. In the **Diagnostics** menu, select the option for the diagnostic test that you want to do.
   Note: See the following procedures for the specific test that you choose.

FRONT PANEL DIAGNOSTIC TEST

This test checks that the receiver front panel **Control Buttons** are working correctly.

Buttons   **Menu Options**

1. Select the **Front Panel** option.

2. Press the receiver front panel **Up** or **Down** arrow button.
   Note: If you press the receiver front panel **Power** button (the center button of the three buttons on the front panel), the receiver turns OFF, ending the test. If the front panel **Control Buttons** are working correctly, the receiver briefly displays a message that says "Front Panel button." If the front panel **Control Buttons** are not working correctly, the receiver displays a failure message. In this case, see the *Performing Diagnostic Tests* section of the *Problems and Solutions Tables* that begin on page 4-9.

3. Press the remote control **Power** or **Cancel** button to end the test.

   Note: If you press the remote control **Power** button to end the test, the receiver turns OFF.

POWER

CANCEL

REMOTE CONTROL DIAGNOSTIC TEST

This test checks that the remote control buttons are working correctly. Do not press any buttons on the remote control or the receiver while the Dish Signal Diagnostics Test is in progress.

	Remote Buttons	**Menu Options**

1. Select the **Remote Control** option.

2. Press any remote control button, except the **Power**, the **Cancel**, the **Page Up** or the **Page Down** button. If the remote control is working correctly, the receiver briefly displays a message that says "Remote Control button." If the remote control is not working correctly, the receiver displays a failure message. In this case, see the *Performing Diagnostic Tests* section of the *Problems and Solutions Tables* that begin on page 4-9.

   Note: This test does *not* cover the remote control **Page Up** and **Page Down** buttons.

3. Press the **Power** button or **Cancel** button to end the test.

   Note: If you press the **Power** button to end the test, the receiver turns OFF.

   POWER

   CANCEL

DISH SIGNAL DIAGNOSTIC TEST

This test checks that the receiver has normal signal reception.

Select the **Dish Signal** option to begin the test. The receiver displays a message asking you to wait until the test is completed. If the signal reception is normal, the receiver displays a message that says "Signal Reception OK." If the signal reception is not normal, the receiver displays a failure message. In this case, see the *Performing Diagnostic Tests* section of the *Problems and Solutions Tables* that begin on page 4-9.

TELEPHONE CONNECTION DIAGNOSTIC TEST

This test checks that the receiver telephone connection is correct.

Select the **Phone Connection** option to begin the test. The receiver displays a message asking you to wait until the test is completed. If the telephone connection is correct, the receiver displays a message that says "Phone Connection OK." If the telephone is not connected properly, the receiver displays a failure message. In this case, see the *Performing Diagnostic Tests* section of the *Problems and Solutions Tables* that begin on page 4-9.

MAIN UNIT (RECEIVER) DIAGNOSTIC TEST

This test checks that the receiver (the "main unit") is working correctly.

Select the **Main Unit Test** option to begin the test. The receiver displays a message asking you to wait until the test is completed. If the receiver is working correctly, it displays a message that says "Main Unit OK."

If the receiver is not working correctly, it displays a failure message. In this case, call Customer Service for assistance. **Note**: This test may *temporarily* distort the TV picture.

Notes

Notes

(4) Reference

WIRING THE SYSTEM TOGETHER

TWO OR MORE RECEIVERS

Each output on the LNBF can support a single receiver. You *cannot* connect two receivers to the same output (*for example*, by using a line splitter), because the two receivers would interfere with each other during channel selection. This is a characteristic of satellite television in general, and is *not* a limitation of just this system.

If you want to connect *two or more receivers* to the same satellite dish and be able to watch different channels through each receiver, you *must* use a dual-output LNBF. This allows you to connect each receiver to a different output, preventing interference between the receivers. In this case, during installation you *must* run a separate coaxial cable from *each* output on the LNBF to each receiver.

Note: If you want to buy an LNBF different from the one that you originally bought, contact your local satellite television dealer or call Customer Service.

CABLES AND CONNECTIONS

Use either the *Phono (RCA) Audio/Video Wiring Setup Diagram* on page 4-4 or the *TV Set Out (RF or VHF) Wiring Setup Diagram* on page 4-5 as the basic plan to wire the system together. If you have more devices, or do not have all of the devices that are shown in the setup, adjust the wiring accordingly.

Note: If possible, use the setup shown in the *Phono (RCA) Audio/Video Wiring Diagram*, as using the setup shown in the *TV Set Out (RF or VHF) Wiring Diagram* will not support the best quality video on broadcast or cable channels.

WARNING! Tighten the receiver back panel coaxial cable connections *only* by hand. Using a wrench may over-tighten the connections, causing damage. Such damage is *not* covered by the Limited Warranty.

RF OR VHF CONNECTIONS (GOOD PICTURE AND SOUND)

Cable   Connectors on Receiver
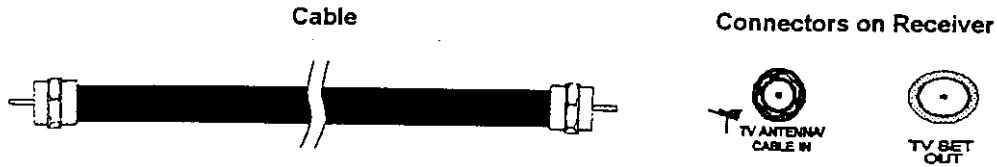
The back panel RF or VHF connections (also called the modulator connections) provide good picture and good mono ("non-stereo") sound quality. Be aware that even if you have a TV and other devices that support stereo sound, this type of connection will provide only non-stereo sound.

If you connect a cable TV box or a broadcast TV antenna to the receiver, use the back panel **TV Antenna/ Cable In (RF or VHF Connection)** for the local programming signal input. Use the back panel **Phono (RCA) Audio/Video Output** connections for the output if possible, as using the **TV Set Out (RF or VHF Connection)** will not provide the best quality video on broadcast or cable channels.

This is the simplest cabling scheme, and many people prefer it because of its ease of installation and use. The RF or VHF connections require that you keep the TV tuned to either channel 3 or 4 to view satellite channels. You also need to set the back panel **Channel 3/4 Switch** to match this channel.
Note: If you connect a VCR to the receiver, you *must* also set *both* the VCR channel switch *and* viewing channel to this same channel. All receivers come preset to channel 3.

PHONO (RCA) AUDIO/VIDEO CONNECTIONS (BETTER PICTURE AND SOUND)

Cable   Connectors on Receiver
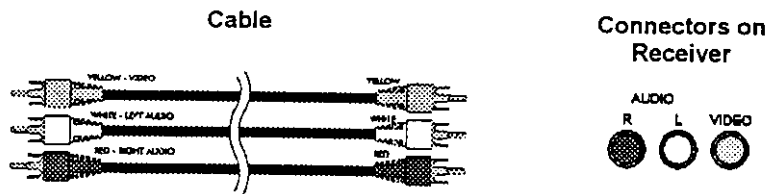
The back panel phono (RCA) audio/video connections provide better picture quality and stereo sound. The phono (RCA) audio/video cable is available as a single cable with three connectors on either end, or as three separate cables. The connectors are color-coded according to the type of signal they carry: the yellow connector carries the video signal, the white connector carries the left audio signal, and the red connector carries the right audio signal.

If the TV only has one input connection for this type of audio, connect it to the right (R) phono (RCA) audio connection on the receiver.

If you use the phono (RCA) audio/video connections to connect the receiver with other devices, then depending on the type of device that you connect to the receiver you may need to use the menus displayed by each device to change the input from local broadcast TV to satellite TV. See the user guides that came with the other devices for more information.

CHANNEL 3/4 SWITCH

If you use the **TV Set Out (RF or VHF Connection)** to wire the receiver to a
television, set this switch to the channel for the signal output. Select a channel that is
not being used by a cable or local television station.

CH 3
CH 4

SUPER VHS VIDEO (S-VIDEO) OUTPUT (BEST PICTURE AND BETTER SOUND)

The receiver supports S-VIDEO, which supports the best quality video available.
If you use this back panel connection for video, you *must* still connect the audio using
the **Phono (RCA) Audio Outputs**.

S VIDEO

TELEPHONE JACK

Connect a telephone line with a standard RJ-11 telephone connector to the receiver
here, and then connect the line to an active telephone connection.
Note: The receiver *must* be connected at *all* times to an active telephone connection.
If you install two or more receivers, *each* receiver *must* be connected at *all* times to
an active telephone connection.

PHONE
JACK

SATELLITE IN

Connect the coaxial cable from the satellite dish to the receiver using
this connection.

SATELLITE IN
13/18V=== 400mA

WIRING SETUP DIAGRAMS

PHONO (RCA) AUDIO/VIDEO WIRING SETUP DIAGRAM

Note: The off-air television antenna shown in the following diagram is optional.
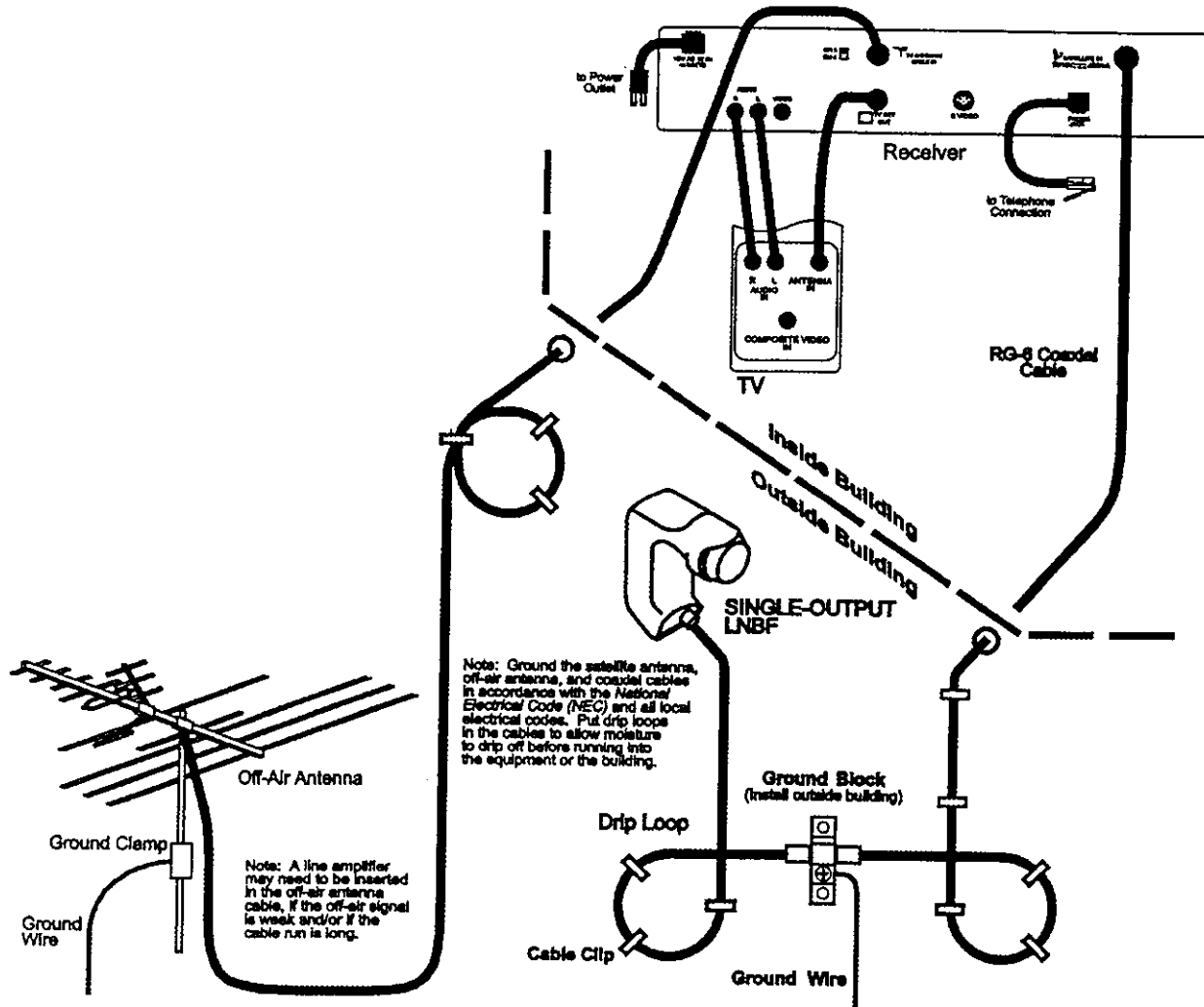
TV Set Out (RF or VHF) Wiring Setup Diagram

Note: The off-air television antenna shown in the following diagram is optional.
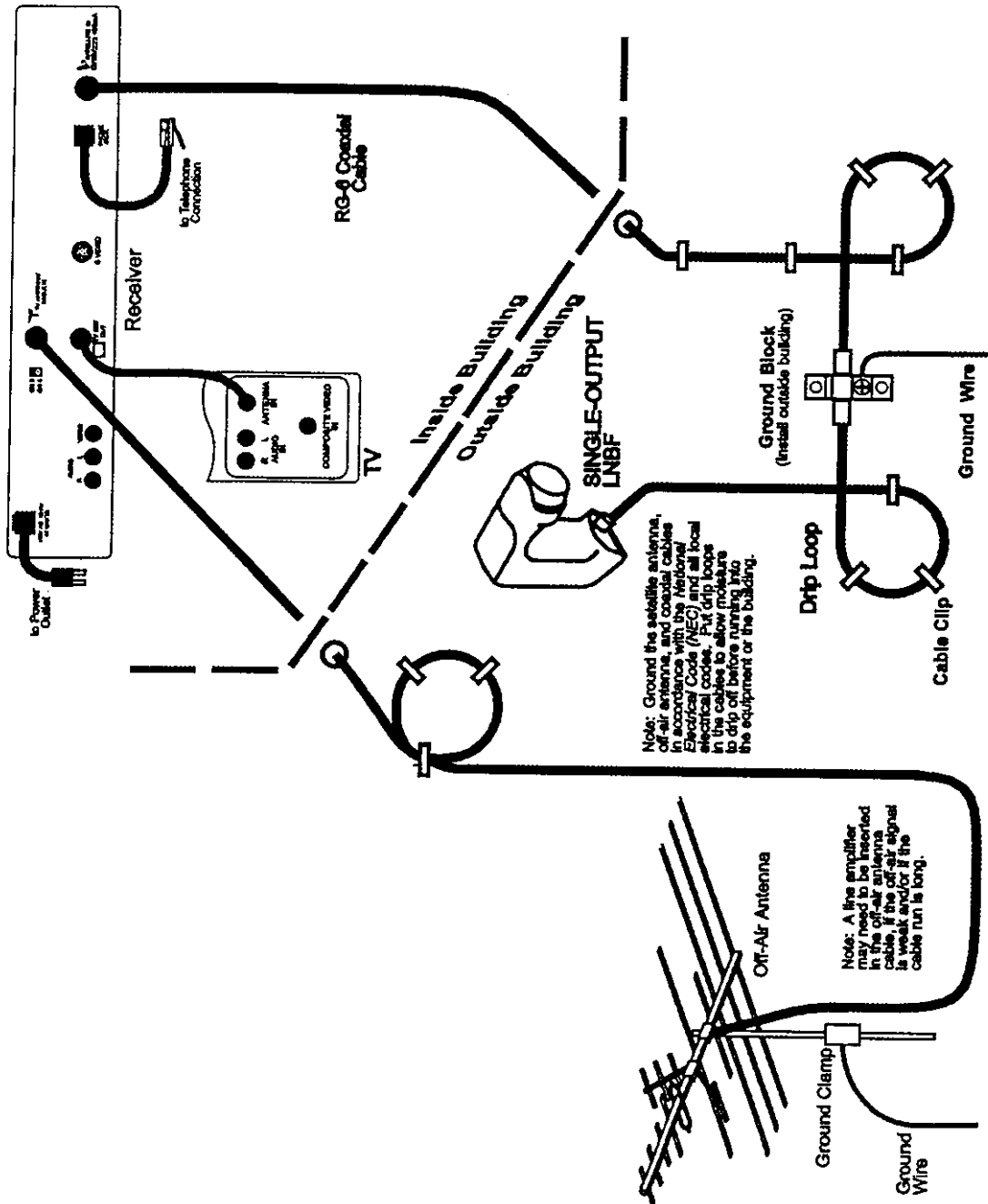
RECEIVER WITH VCR WIRING SETUP DIAGRAM (RF OR VHF)

to Power
Outlet

AUDIO
R L VIDEO

TV SET
OUT

S VIDEO

Receiver

to Telephone
Connection

CH 3
CH 4

RF or VHF
IN

RF or VHF
OUT

VCR

RF or VHF
INPUT

TV

RG-6 Coaxial
Cable

Inside Building

Outside Building

SINGLE-OUTPUT
LNBF

Note: Ground the satellite antenna,
off-air antenna, and coaxial cables
in accordance with the *National
Electrical Code (NEC)* and all local
electrical codes. Put drip loops
in the cables to allow moisture
to drip off before running into
the equipment or the building.

Ground Block
(install outside building)

Drip Loop

Cable Clip

Ground Wire

Two-Receiver Wiring Setup Diagram (RF or VHF)

Receiver

to Telephone Connection

RG-6 Coaxial Cable

TV

Receiver

to Telephone Connection

RG-6 Coaxial Cable

TV

to Power Outlet

Inside Building

Outside Building

DUAL-OUTPUT LNBF

Dual Ground Block
(Install outside building)

Ground Wire

Drip Loop

Cable Clip

Note: Ground the satellite antenna, off-air antenna, and coaxial cables in accordance with the National Electrical Code (NEC) and all local electrical codes. Put drip loops in the cables to allow moisture to drip off before running into the equipment or the building.

GLOSSARY

Blacked Out Program	A program that *cannot* be watched in specific locations (*for example*, a sports event).
Changing Channels	While watching a program, selecting channels using the remote control **Up** or **Down** arrow button **or** the number pad buttons **or** the receiver front panel **Up** or **Down** arrow button.
Critique	The critique information supplied in some program information uses a four star (* = lowest) to (**** = highest) rating system. The "+" symbol is one-half star. **Note**: The critique information is supplied by the program provider, *not* the receiver manufacturer.
Event	See **Program**.
IR (Infra-Red)	The remote control uses infra-red light to transmit signals to the receiver.
Program	A TV show, movie, or pay per view program.
Program, Pay Per View	A program that you pay a fee to watch once.
Program Guide	An on-screen guide to the programs that are currently being shown, and the programs that will be shown for an extended time beyond the present. You can select current programs, and purchase pay per view events using the **Program Guide**.
Rating Codes	Codes have been assigned to programs to indicate content and suggested audience. *The following codes are used:* *G: General Audience.* Suitable for young children. *P: Parental Guidance suggested.* *PG-13: Parental Guidance suggested.* Not recommended for children under the age of 13. *R: Restricted.* Not recommended for children under 17 unless accompanied by an adult. *NC-17: Not recommended for Children under the age of 17.* *NR/AO: Not Rated/Adult Oriented* *Expanded Ratings, which can be locked out by content:* *Language:* Adult language. *Violence:* Graphic Violence. *Sexual Content:* Sexual scenes. *Nudity:* Nude scenes.

PROBLEMS AND SOLUTIONS TABLES

For warranty service on the system, see the *Limited Warranty* on page A-1.

Use these tables if you encounter problems operating the system.
Look in this section for a description of the problem *before* calling Customer Service. Many problems arise from basic misunderstandings of how the system works, especially when one is just becoming familiar with it. These tables address many problems, usually with a simple solution for each one.

Do the following to solve a particular problem:

1. Review the section in this *Guide* that relates to the problem.

2. If you cannot find a solution, then find the section of the following tables that relates to the problem. Look down the **What Is Happening** column until you find the problem.

3. For better understanding, read the information in the **Possible Reason** column.

4. Try each of the suggested solutions in the **What to Do** column.

5. If this does not help, call Customer Service at 1-800-333-3474, or see the home page at *http://www.dishnetwork.com* on the World Wide Web.
   Note: *Before* calling Customer Service with a problem, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the **Important System Information** menu to find these numbers (see *Ordering Your Programming* on page 3-1). Also, write down the contents of any error messages that the receiver displays on the television screen. *These messages may be useful in troubleshooting the problem!*

ERROR MESSAGES IN THE MENUS

What Is Happening	Possible Reason	What to Do
The receiver displays an "ERROR" message on the TV screen.	When the receiver finds a problem, it displays an ERROR message on the TV screen.	In most cases, the ERROR message explains the error. Sometimes, the ERROR message prompts you to do something. However, usually all you need to do is select the OK option on the ERROR message to clear the message from the TV screen.
ERROR message text: "The number of password entry retries has been exceeded. Please try again later."	You may try to enter the password three times. If you do not enter the correct password any of those times, then you must wait several minutes until you may try again.	Wait until several minutes have passed, and try again.
ERROR message text: "The front panel buttons are locked."	You or someone else locked the receiver front panel buttons.	You *must* use the remote control to unlock the receiver front panel buttons.
ERROR message text: "Unable to acquire signal." or "Unable to acquire program guide information."	The receiver is not receiving a strong enough signal to maintain an uninterrupted, clean picture.	Check the condition of all the coaxial cables and cable connections in the system. Check the condition of the dish mounting and aiming. If needed, contact your installer to re-aim the dish. If the system is OK, then there may be a weather-related problem with transmission of the satellite signal.
ERROR message text: "Please insert your Smart Card."	Smart card is missing or not inserted correctly.	Check that the Smart Card is fully inserted into the receiver front panel slot.
ERROR message text: "Smart Card not inserted correctly."	Smart card is inserted upside down or backwards.	Check that the Smart Card is inserted right side up, with the picture on top and the arrow facing in the correct direction.
ERROR message text: "The Smart Card currently inserted is not valid for use with this receiver."	The receiver will work *only* with the Smart Card that came with it.	Insert the Smart Card that came with the system.

User Guide

ATTENTION: Your Smart Card does not currently have authorization to view or purchase this program. Please wait or channel up or down.	There is a problem with the **Program Guide** information transmitted to the receiver via the satellite signal.	You *cannot* watch the selected program, even though it is displayed in the **Program Guide**. Try a different program or channel.
ERROR: "Your receiver has not yet been authorized."	The receiver has not yet been electronically linked with the Smart Card, via the satellite signal.	If you have authorized your system, wait a few minutes to see if the message is removed. If you have not authorized your system, call Customer Service for assistance.
ATTENTION: "Acquiring satellite signal."	The receiver may have just been plugged in. If so, it is acquiring the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The coaxial cables may have loosened or have moisture inside. There may be an interruption of the satellite signal.	Wait a few minutes to see if the message is removed. Check that the **Signal Strength** bar in the **Point Dish and Signal Strength** menu is *green* and displays the word "Locked." If not, contact your installer to re-aim the satellite dish.

USING THE REMOTE CONTROL

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	You may have misplaced the remote control.	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 Customer Service to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.	If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.
When you press the remote control **Power** button to turn the receiver ON, the receiver front panel **Power** light does not light up.	You may not be able to see that the receiver **Power** light is on, if other lights in the room are too bright. The remote control may not be operating properly or the batteries may be weak or dead. The receiver power cord may not be plugged into a power outlet, or there may be a problem with the power.	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.
You use infrared (IR) remote control extenders (called "pyramids"). Other electronic devices exhibit ultra-high frequency (UHF) interference.	The extenders use UHF signals to transmit signals from one room of the building to another. These signals may be causing the interference.	Temporarily stop using the extenders, to see whether this eliminates the interference. If the extenders are the source of the interference, you will have to avoid using them whenever you do not want interference with other devices that use UHF. This is because UHF signals have a long range and go through walls and other solid objects.
You use infrared (IR) remote control extenders (called "pyramids"). The IR remote control extenders do not seem to work.	The IR sensor on the extender that receives the remote control signals may not be facing the remote control. 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.	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. 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. If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance.

HEARING PROGRAM SOUND

What Is Happening	Possible Reason	What to Do
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.	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.	Check the volume level on the TV or audio equipment. 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 you are using. Check the TV speakers or the sound system you are using.
You hear a foreign language with a program.	You may have programmed the receiver to select an alternate audio language.	Use the **System Setup** menu to open the **Alternate Audio Language** menu, where you can select the language you prefer.

WATCHING A PROGRAM

What Is Happening	Possible Reason	What to Do
The receiver front panel **Power** light is on, but the TV image: is black (no picture), is frozen, has breakups, has "snow," or shows small squares of various colors.	The TV set may not be working properly. If the TV and the receiver are working properly, there may be interference with the satellite signal. The TV may be wired to the wrong input.	Make sure that the TV set is plugged into an electrical outlet. Make sure the outlet has electrical power. Make sure that the TV is turned on. If the receiver is connected to the TV using only the RF or VHF connections, make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver back panel Channel 3/4 Switch is set to the same channel as the TV. Make sure that the TV brightness and contrast are adjusted correctly. Make sure that the TV is connected properly to the receiver. Check that the system has been installed correctly. Make sure that all required coaxial cables are in place, and check that all cable connectors are firmly connected. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish and Signal Strength** menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. 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. Set the TV to SVIDEO or VIDEO input.
The receiver front panel **Power** light is on, and there is a picture on the TV screen, but the picture: has sparkles or is grainy, has a herringbone pattern, lacks color or vertical hold, or wobbles, or looks "washed out" or fuzzy.	The TV set may not be working properly. If the receiver is connected to the TV using only 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. There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs). The satellite dish may have moved, so that it no longer picks up the satellite signal.	Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. Make sure that the TV is connected properly to the receiver. Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place. Check for moisture or water leaking in all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or professional installer. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish and Signal Strength** menu. If necessary, contact your installer to re-aim the dish to obtain the maximum possible signal strength. Check the dish mount, tightening the bolts if needed.
A "black box" fills almost all of the TV screen.	You may have activated the Close Caption feature on the TV, and put that feature into Text mode.	Using the TV remote control and/or menus displayed by the TV (*not* the receiver remote control or the menus displayed by the receiver), deactivate the Close Caption feature.
The TV screen is all blue.	You may have connected the receiver to an incorrect input connection on the TV for the signal output from the receiver.	Check your TV owner's manual for the correct TV input connection to use for the signal output from the receiver.

USING THE MENUS

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed, taking you back to the program you were watching.	The menus have 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.	Start over again.

USING THE PROGRAM GUIDE OR THE BROWSE BANNER

What Is Happening	Possible Reason	What to Do
You try to display future programs in the **Program Guide** or **Browse Banner**, but find you cannot.	The **Program Guide** and **Browse Banner** can display programs scheduled for an extended, but *not* unlimited time beyond the present.	Try displaying the **Program Guide** again later. By that time, it may show programs for the time and date you want.

You try to display past programs (programs that have ended) in the **Program Guide** or **Browse Banner**, but find you cannot.	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.	Contact the program providers for information on past programs.
When you are using the **Program Guide** or **Browse Banner**, some channels are missing.	You have activated a Favorites List other than the list named **ALL CHAN**.	You can change the active Favorites List while using the **Program Guide**, by pressing the remote control **Guide** button. You can choose another custom Favorites List or the **ALL CHAN** list, which includes all the channels.

CHANGING CHANNELS

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have purchased.	You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If you were watching a program and entered the number for a channel that you have not purchased, the receiver will change to the unpurchased program and allow a purchase or display a message. If a Favorites List other than ALL CHAN is active, the receiver will skip channels not on the active list.	Carefully retry entering the channel number you want. Press the remote control **Recall** button to return to the previous channel number. Select ALL CHAN as the active Favorites List.

READING ELECTRONIC MAIL

What Is Happening	Possible Reason	What to Do
You read messages before that now are missing.	The receiver may have deleted some old messages because it ran out of space for new messages.	Delete messages as soon as you have read them, unless they are important enough to save.
When you display information about a program, the display includes an envelope.	The receiver has received mail.	Read the mail and the envelope will be removed.

USING FAVORITES LISTS

What Is Happening	Possible Reason	What to Do
You try to change the ALL CHAN list. The receiver displays an ERROR message.	The receiver will not allow you to change the ALL CHAN list.	Choose another list to change.
You try to make an empty Favorites List active. The receiver highlights the Modify List option.	The receiver will not allow you to activate an empty list.	Choose another list to use, or add at least one channel to the empty list.
You try to add a channel to a Favorites List. The receiver displays an ERROR message.	The list is full (that is, it has the maximum number of channels allowed in it).	You *must* delete a channel from the list to make room for each new channel.

SETTING AND USING SECURITY LOCKS

What Is Happening	Possible Reason	What to Do
You set a lock (*for example*, a lock on programs by ratings), but the lock does not take effect.	You have not locked the receiver.	You *must* lock the receiver for any lock to take effect.
You forgot your password, so that you are unable to unlock the receiver.	You may not have written down the password, to keep it in a safe place.	Call Customer Service. You *must* provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Customer Service Personal Identification Number (PIN), if you use one.

ORDERING A PAY PER VIEW PROGRAM

What Is Happening	Possible Reason	What to Do
Someone orders a pay per view program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the receiver to prevent unauthorized pay per view purchases. Note: You do *not* have to set any locks to lock pay per view purchases. Locking the receiver *automatically* locks pay per view purchases. *Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases.* If you lock the receiver, then anyone who wants to order a pay per view program *must* enter the password.
You are not able to order a pay per view program.	The receiver may not be connected to an active telephone line. The Smart Card credit limit may have been exceeded.	The receiver *must* be connected at *all* times to an active telephone connection. If you install two or more receivers, *each* receiver *must* be connected at *all* times to an active telephone connection. Call Customer Service.
You find that you are not able to cancel a pay per view program.	You ordered a pay per view program, and then decided not to watch it.	You *cannot* cancel an order for a pay per view program, whether it was just ordered or ordered previously.
Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers.	You ordered a pay per view program, and want it to be available via all the receivers in your setup.	If you use more than one receiver, you *must* order a pay per view program for each receiver and you will be billed for *each* order.

PERFORMING DIAGNOSTIC TESTS

What Is Happening	Possible Reason	What to Do
You are doing a Front Panel or Remote Control Diagnostic Test, and the receiver turns OFF.	You pressed the remote control **Power** button or the receiver front panel **Power** button.	Turn the receiver back ON, and use the on-screen menus to return to the **Diagnostics** menu. You can now resume the test, but remember not to press the remote control **Power** button or the receiver front panel **Power** button.
You are doing a Front Panel Diagnostic Test, and the receiver displays a failure message.	The front panel buttons are not working correctly. Note: The front panel button lock has no effect on this test.	Call Customer Service for assistance.
You are doing a Remote Control Diagnostic Test, and the receiver does not respond when you press a remote button.	You pressed the remote control **Page Up** or **Page Down** button.	The Remote Control Diagnostic Test does *not* cover the remote control **Page Up** or **Page Down** button.
You are doing a Remote Control Diagnostic Test, and the receiver displays the **Diagnostics** menu.	You pressed the remote control **Cancel** button.	Pressing the remote control **Cancel** button returns the receiver to the **Diagnostics** menu. Select the **Remote Control** option to resume the test, but remember not to press the remote control **Cancel** button.
You are doing a Remote Control Diagnostic Test, and the receiver displays a failure message.	The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. The remote control may be damaged or defective.	If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote is damaged or defective, call Customer Service for assistance.

You are doing a Dish Signal Diagnostic Test, and the receiver displays a failure message.	The satellite dish may have been moved, so that it no longer receives the satellite signal. Coaxial cables may have loosened, or have moisture inside. There may be interference with the satellite signal. The dish may be full of snow or debris.	Contact your installer to re-aim the satellite dish for the maximum signal strength. Check the dish mount, tightening bolts if needed. Check that all coaxial cables are firmly connected and dry. A variety of weather (in particular, heavy rain, snow, or cloud cover) may interrupt the satellite signal. Check whether the dish is full of snow or debris, and clean it out if necessary. Call Customer Service for assistance.
You are doing a Telephone Connection Diagnostic Test, and the receiver displays a failure message.	The receiver cannot get a dial tone through the telephone connection.	Check the receiver back panel **Telephone Jack** connection and the telephone line. Make sure that the telephone line is connected to an active telephone connection. Make sure that the receiver is set up for the type of telephone system that you use. Make sure that no one else is using the telephone line while you do the test. Check the telephone line for a dial tone; if there is no dial tone, call the local telephone company for assistance.
You are doing a Main Unit Diagnostic Test, and the receiver displays a failure message.	The receiver may have been damaged or be defective.	Call Customer Service for assistance.

USING THE TELEPHONE FOR VOICE/DATA/FAX

What Is Happening	Possible Reason	What to Do
During a telephone call, you hear "clicks."	The receiver may have tried to call Customer Service in order to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was calling Customer Service in order to send pay per view information. When the receiver found that the telephone was picked up, it automatically disconnected.	Press the telephone receiver button to hang up. Release the button to get a dial tone.
Your computer or FAX machine tries to send a FAX or modem transmission, but fails.	The receiver was calling Customer Service in order to send pay per view information. When the receiver found that a call was being made on the telephone, it automatically disconnected. The FAX or modem found that there was no dial tone, and canceled the transmission.	Resend the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to call Customer Service in order to send pay per view purchase information during the FAX or mode 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.	Have the sender resend the FAX or modem transmission.

(A) Appendix A

LIMITED WARRANTY

ATTENTION! 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 system and is limited to the purchase price of each part. EchoStar Communications Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

+ LABOR: For a period of ninety (90) days from the original date of purchase, if EchoStar determines that the system is defective subject 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 part of the original warranty period.

+ PARTS: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or remanufactured 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 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, or dish mounting hardware. It does *not* include other parts purchased separately.

WHAT THE WARRANTY DOES NOT COVER

+ This warranty *does not cover* replacement of lost or damaged Smart Cards.

+ 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 surges, fire, flood, or other acts of God, 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* systems sold AS IS or WITH ALL FAULTS, system shipping and handling, system removal or reinstallation, shipping damage if the system was not packed and shipped in the manner prescribed, nor systems purchased, serviced, or operated outside the continental United States of America.

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 RESULTING 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 WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR 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.

This warranty gives you specific legal rights which may vary from state to state. Some states do not allow the exclusion or limitations of incidental or consequential damages, or allow limitations on the duration of an implied warranty, so those limitations may not apply to you.

IF YOU NEED ASSISTANCE

1. Call Customer Service at 1-800-333-3474. 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 (see *Ordering Your Programming* on page 3-1).

2. A Customer Service Representative will assist you. The Representative will attempt to troubleshoot any problem you may be having. The Representative will also determine whether the system is covered under this warranty.

3. If the Representative determines that you should return the system, you will be given a Return Authorization (RA) number. *Before shipping* any system, you *must* obtain a Return Authorization (RA) number from Customer Service.

4. Returned systems *must* be packaged properly, using either the original shipping materials or the packaging in which the replacement system 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.

5. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the system. *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.*

6. If you return the receiver, you *must* return the Smart Card with the receiver. *If you do not return the Smart Card with the receiver, a fee will be assessed against your account.*

WARRANTY SERVICE

The system you return will be checked to verify whether it is covered under this warranty. A system determined to be defective will be replaced with a new or remanufactured system, if the defective system is covered under this warranty. This replacement system will be shipped at no cost to you. If the defective system is *not* covered under this warranty, you will be notified. You may be assessed a flat rate charge for a replacement system, including shipping and handling.

(B) Appendix B

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).

U.S. Patent Nos 4631603, 4577216, 4819098 are licensed for limited pay per view use only.

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this 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.

FCC COMPLIANCE

TELEPHONE COMMUNICATION

ATTENTION!

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.

This equipment complies with Part 68 of the FCC rules. On the rear panel of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN for this product is 0.0B.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call.

In most, but not all areas, the sum of the RENs should not exceed five (5.0). The receiver does not affect the sum of RENs. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.

This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

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. If advance notice is not 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 the necessary modifications in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact Customer Service at 1-800-333-3474 for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer may perform minor adjustments such as the following, in case of problems with the equipment.

✦ Move or realign the antenna or receiving device, such as your broadcast TV antenna.

✦ Increase the distance between the receiver and the equipment with the interference. Change the angle of the receiver relative to the equipment.

✦ Plug the receiver into a different power outlet, preferably on a different fuse circuit within your building.

Refer to the *Problems and Solutions Tables* on page 4-9 for a detailed description of recommended customer actions.

WARNING! Do *not* attempt to open the receiver, as this will void the warranty. There is risk of electrical shock, which may result in damage to the equipment, or personal injury or death. There are no user-serviceable parts inside the receiver. Unauthorized modification will void the warranty.

This equipment is hearing-aid compatible.

It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

RADIO INTERFERENCE

The receiver complies with the limits for a Class B digital device, as specified in Part 15 of the FCC Rules. This compliance helps ensure against radio interference with other equipment in a typical residential location. Except for the telephone cable, you are required to use shielded cables and cords, such as coaxial and communication cables, to maintain FCC compliance.

The receiver does use radio frequencies during operation. If you do not install or use the receiver properly, radio energy may be generated that can interfere with radio communications. Also, it is possible that radio interference can occur even in a proper installation. The typical symptom of radio interference is distortion of television or radio reception. You can determine if the receiver is the cause by confirming that the interference stops if you unplug the receiver from the power outlet, and the interference returns when you plug the receiver back into the outlet.

If none of the remedies on the previous page stops the radio interference, you should contact a licensed radio/ television technician, your satellite dealer, or call Customer Service at 1-800-333-3474, for assistance. In addition, the FCC provides a booklet that can help you. You can order the booklet from the following address:

How to Identify and Resolve Radio-TV Interference Problems
Stock No. 004-000-00345-4
U.S. Government Printing Office
Washington, DC 20402

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Write the following information in the spaces provided below. You may need to provide this information if you call Customer Service.

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	
FCC Ringer Equivalence Number (REN):	0.0B

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