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



WIRELESS JOEY ACCESS POINT™ INSTALLATION GUIDE

REGULATORY INFORMATION

FEDERAL COMMUNICATIONS COMMISSION NOTIFICATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

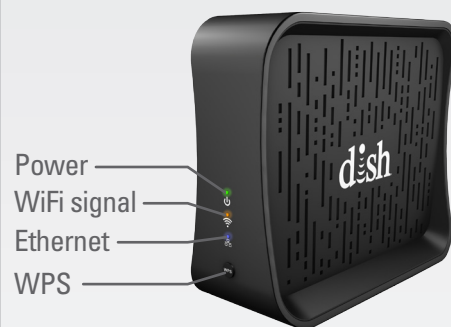
Operation of Wi-Fi on channels 5150-5250 MHz is restricted to indoor use only.

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

WELCOME

Thank you for buying the Wireless Joey Access Point™. The Wireless Joey Access Point transmits the WiFi video signals from the Hopper to the Wireless (WiFi) Joey. Please follow these instructions to connect your new Wireless Joey Access Point. You can also visit <http://mydish.com> for additional information on home networking.

PACKAGE CONTENTS:



Power
WiFi signal
Ethernet
WPS

Wireless Joey
Access Point



Installation Guide



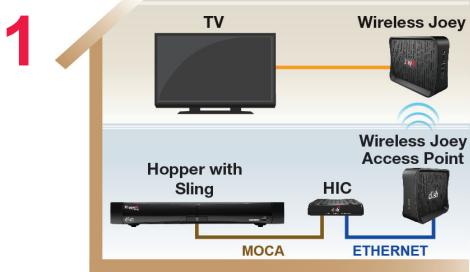
Power Supply



Ethernet Cable
(10 foot cable)

SETUP AND INSTALLATION

USING YOUR WIRELESS JOEY ACCESS POINT WITH YOUR HOPPER® RECEIVER AND WIRELESS JOEY™



Decide where to place your Wireless Joey Access Point in your house. See the Installation Configurations for possibilities and Considerations for additional information.



Ensure that your host receiver is completely set up first (receiving video, connecting to the home network).



From the back panel, select Access Point (or Client if doing the Client-side configuration).



Using the enclosed Ethernet cable, ensure that the Wireless Joey Access Point has Ethernet connection.



Power up the Wireless Joey Access Point.



Connect the Wireless Joey to a TV and power up the Wireless Joey.



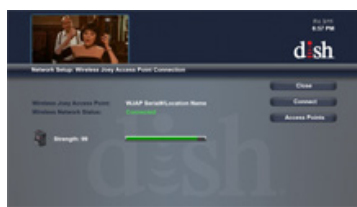
Follow the on-screen prompts to put the Wireless Joey into WPS mode.



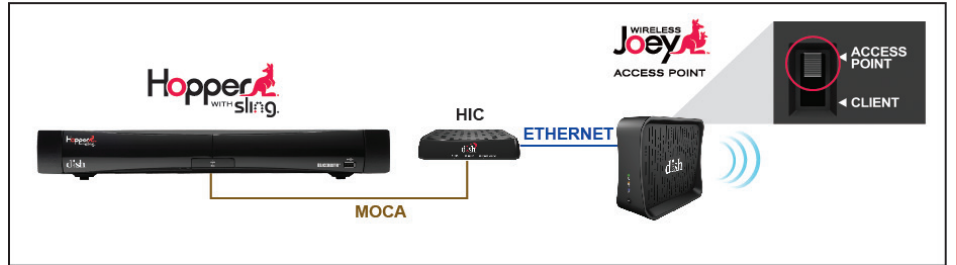
Press the WPS button on the Wireless Joey Access Point to put it into WPS mode. The WPS button on the front panel of the Wireless Joey blinks while the device is in WPS mode. The Wireless Joey Access Point and the Wireless Joey should connect.

Note: WPS mode times out after two minutes.

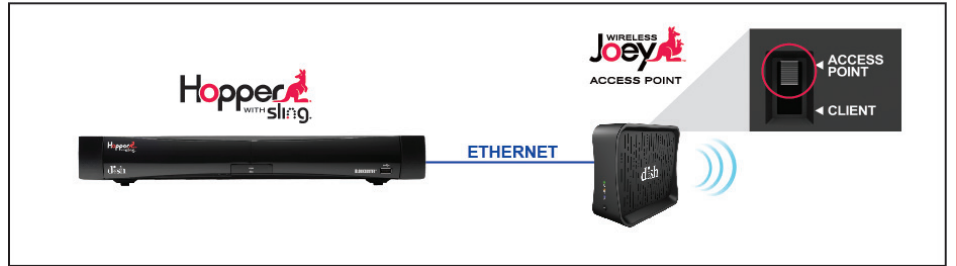
A pop-up appears while the Wireless Joey Access Point and the Wireless Joey are connecting. Once connection occurs, a connection signal is provided.



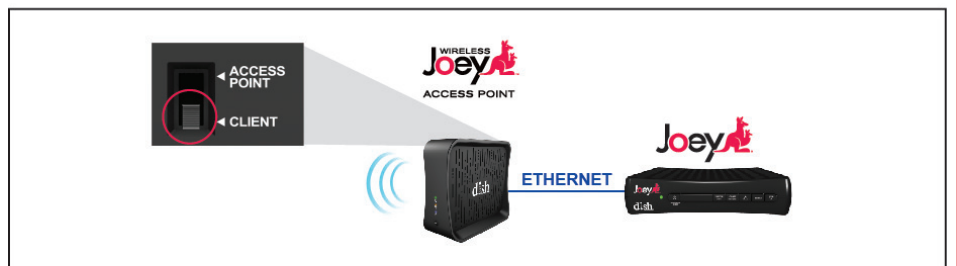
INSTALLATION CONFIGURATIONS



Server-side Configuration #1



Server-side Configuration #2



Client-side Configuration

QUICK TROUBLESHOOTING TIPS

IF YOU'RE HAVING PROBLEMS CONNECTING TO YOUR RECEIVER

- If the Wireless Joey Access Point doesn't find the Wireless Joey while both are in WPS mode, put both devices into WPS mode and try again. If the two devices still do not connect to each other, they could be out of range. Reposition the devices and put both into WPS mode to see if they connect. Check for a stronger connection indication.
- If video is not streaming to the Wireless Joey, check the Wireless Joey's connection to the Hopper. Check all the cable connections from the reflector to the Wireless Joey, ensuring they are secure and hand-tightened.
- If all the connections are good and the Connection Strength indicator is good and yet there are still streaming issues, it could be there is interference from other 5G devices, such as a microwave or a cell phone or even a neighbor's wireless network. Try repositioning the Wireless Joey and/or the Wireless Joey Access Point (if possible) to avoid the interference.
- If the Connection Strength indicator is low, reposition the devices.
- If all the devices are working and they suddenly are not working, unplug all the devices and then power them back up to reestablish connections.

If these tips do not work, please look for technical information on our website at <http://www.mydish.com>.

CONSIDERATIONS

- One Wireless Joey Access Point supports two Wireless Joeyes.
- One Wireless Joey Access Point per Hopper, Joey®, Super Joey™, or Hopper Internet Connector.
- Maximum ethernet cable is 300 ft.
- The Wireless Joey Access Point and the Wireless Joey remain in WPS mode for two minutes before timing out.