

Getting Started With Your Receiver and Remote

Power

Turns the receiver on/off

TV Power

Turns the TV on/off

Guide

Displays the Guide

Home

Displays the Home menu

Apps

Displays the Apps menu

Back/Live TV

Returns to previous menu
Press and hold to return to viewing live TV

Skip Back

Navigate through tabs

Pause/Play

Pause or play a live or recorded program

Vol and Mute Buttons

Controls TV/AUX volume

Number Buttons

Enter a channel number
Navigates through menus and program guide



DVR

Displays the recorded programs with an external hard

Search

Searches for Programs

Info/Help

Displays program info
Press and hold for Help

Arrows/Select Buttons

Navigates you through your Wally experience

Skip Forward

Navigate through tabs

CH

Channels up/down
Navigates one full page in menus



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To ensure you are in SAT mode, press the SAT button located on the side of the remote (see page 13) to display programming and to use the features described in this section.

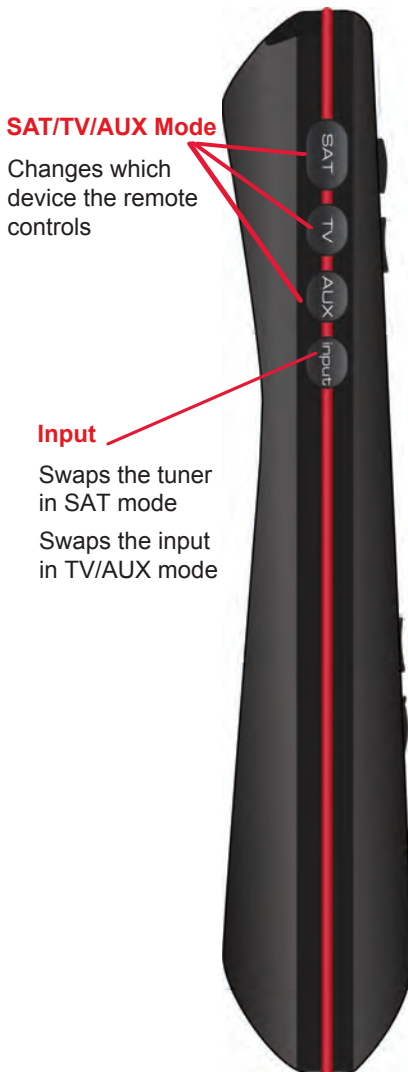


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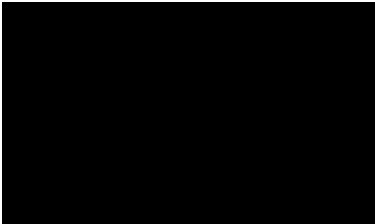
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Turning Your TV and Receiver On and Off

- a.** To turn your TV on, press TV POWER on your DISH remote.



TV off



- b.** To turn your TV off, press TV POWER on your DISH remote again.



TV on and receiver off



- c.** To turn your receiver on, press the POWER button on your DISH remote.



TV on and receiver on



- d.** To turn your receiver off, press the POWER button on your DISH remote again.



Using the Arrows on Your Remote

- a.** Use the ARROWS on your remote to highlight a certain channel, option, or onscreen button.



- b.** Press SELECT to choose that channel, option, or onscreen button.



Changing Channels

- a.** Enter a channel number using the number buttons on the keypad.

- OR -



- b.** Press the CHANNEL UP/DOWN buttons.

- OR -



- c.** Press GUIDE on your remote to make the Guide appear.



- d.** Use the ARROWS to highlight the channel you want to watch and press SELECT, or enter the channel number you want to watch, and then press SELECT.

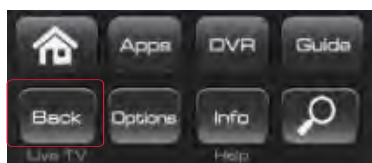


- e.** Use the CHANNEL UP/DOWN buttons to navigate through the Guide one page at a time.

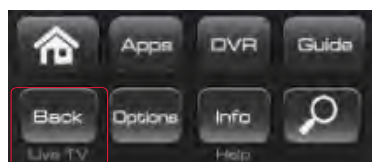


Exiting Onscreen Menus

- a. Press BACK to return to the previous screen.

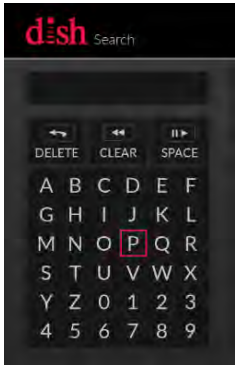


- b. Press and hold BACK/LIVE TV to return live TV.

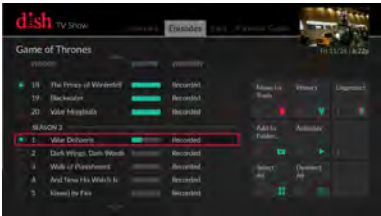


Search for Content

- a. Press SEARCH on your remote.
- b. You can now search by title, actor, or keyword to find the program you are looking for.
- c. Use the ARROWS on your remote to highlight the letters you wish to select. The most popular search results will appear on the right side of the screen.
- d. Press the number on your remote keypad that corresponds with the program you want to select.



- e. To see all live, upcoming, recorded, and On Demand events, press SKIP FORWARD on your remote to access the "Episodes" tab.

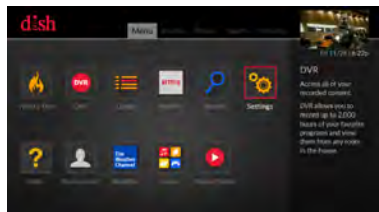


Accessing Your Receiver Settings

- a.** Press HOME twice.

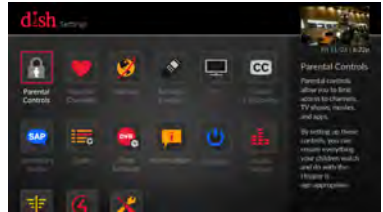


- b.** Use the ARROWS on your remote to highlight "Settings," and then press SELECT.

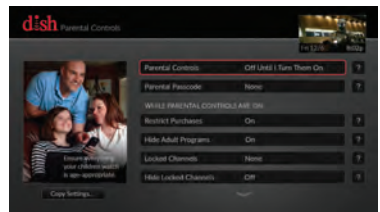


Setting Parental Controls

- a. From the Settings screen, highlight "Parental Controls," and then press SELECT.



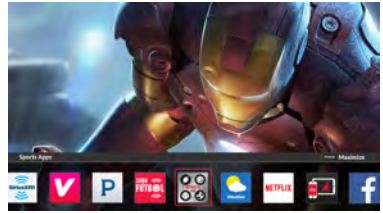
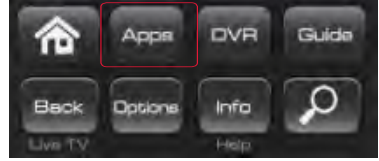
- b. To turn your parental controls on or off, highlight "Parental Controls," and then press SELECT.



- c. Use this screen to set or change your preferences.

Using Apps on Your Receiver

- a.** Press APPS to make the Apps bar appear while in live TV.

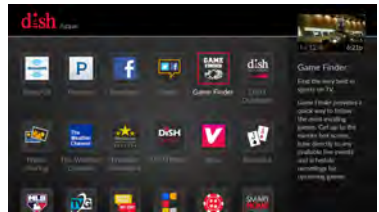


- OR -

- b.** Press APPS to make the Apps menu appear while in every other environment.



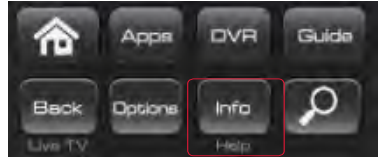
- c.** Use the ARROWS on your remote to highlight the app you wish to use and press SELECT.



To use apps on your receiver you must be connected to the internet.

Accessing Help on Your Receiver

- a.** Press and hold INFO/HELP for help on any screen.

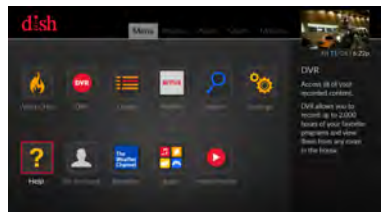


- OR -

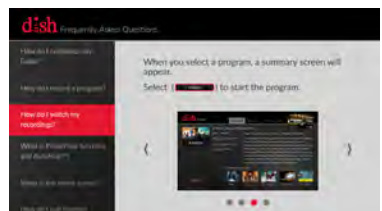
- b.** To access Frequently Asked Questions (FAQs), press HOME twice.



- c.** Use the arrow buttons on your remote to highlight "Help," and then press SELECT.



- d.** Use the ARROWS to view the FAQs.



Fixing a Black, Blue, Snowy Screen

Your TV needs to remain on the correct input or channel to watch your DISH service. If your TV is not on the correct input or channel, your TV may display a black, blue, or snowy screen.



- a.** Press the TV button located on the side of your remote. Press INPUT located on the side of your remote to cycle through your TV's inputs.

- OR -

- b.** Cycle through TV inputs by pressing the Input, Source, or TV/Video button on your TV remote or the TV itself.
- c.** Once your TV picture is restored, press the SAT mode button on your DISH remote to ensure you're in the proper mode for controlling your receiver.
- d.** If your issue is not resolved, make sure all of the cables are plugged into to your receiver, TV, and wall.



Troubleshooting:

75% of all technical problems that an agent can help you with can be solved by following these five easy steps:

1. Make sure your DISH remote is in SAT mode.
2. Make sure your TV is on the correct input.
3. Make sure you're on the correct Favorites List.
4. Check for anything obstructing the signal to your satellite dish, such as tree branches, severe rain, or snow build-up. If it is safe to do so, remove the obstruction or wait for it to pass.
5. Reset your receiver by unplugging it from the wall for 10 seconds. Plug it back in and turn it back on.