



## Missing Channels

### Why is it Happening?

This problem is typically caused by a programming guide or receiver errors.

It can also be caused by programming disputes. For more information and to see if you are currently affected, visit [dishpromise.com](http://dishpromise.com).

### How Do I Fix It?

Select a button below to learn how to fix this issue, or scroll down to select your receiver and view specific steps.

## Hopper Receivers

### Hopper/Wally

#### 1. Make the guide show all subscribed channels

Press the Guide button on your remote and check the current list. If it is not "All Subscribed", press the Options button or the red color button and select "All Subscribed".

#### 2. Reset your Hopper/Wally

On the front of your Hopper, press and hold the Reset button for about 5 seconds. The reset process may take up to 5 minutes to complete.

### Joey

#### 1. Make the Program Guide show all subscribed channels

Press the Guide button on your remote and check the current list. If it is not "All Subscribed", press the Options button or the red color button and select "All Subscribed".

#### 2. Reset your Hopper

On the front of your Hopper, hold the Reset button down for about 5 seconds. The reset process may take up to 5 minutes to complete.

#### 2. Reset your Joey

On the front of your Joey, hold the Reset button down for about 5 seconds. The reset process may take up to 5 minutes to complete.



## ViP Receivers

1. Make the guide show all subscribed channels

Press the GUIDE button on your remote and check the current list. If it is not “My Channels,” press the GUIDE button again and select “My Channels.”

2. Reset your DISH Receiver

Unplug the power cord of your DISH receiver from the electrical outlet for 10 seconds, then plug it back in.

The reset process may take up to 5 minutes to complete.