

# Getting Started with dish

DISH 512

## Remote Functions

**SAT Mode** .....  
Correct mode for operating your DISH system.

**TIP:** Press and release the **SAT mode button** to ensure you are in the proper mode for controlling your receiver.

**Menu** .....  
Access features and settings, including Parental Locks, Favorites Lists, Customer Support and more.

**Recall** .....  
Go back to the last channel viewed.

**Info** .....  
Display additional program info.



Remote image may vary.

**Guide** .....  
Display current and future TV program listings.

**Cancel** .....  
Go back one on-screen menu at a time. (Note: This may not be the previous screen you were viewing.)

**View Live TV** .....  
Return to watching live TV. Also exits all on-screen menus.

**DVR Controls** .....  
See the Getting Started with Your DVR guide for further instructions on how to use your DISH DVR.

## 1. Turning Your TV On and Off

- Start with your TV and DISH receiver **OFF**.
- To turn your TV **ON**, press and release the red TV POWER button on your **DISH remote**.



The screen saver appears whenever your receiver is **OFF** to remind you that your TV is still **ON**.

- To turn your TV **OFF**, press and release the red TV POWER button on your **DISH remote** again.

## 2. Turning Your Receiver On and Off

- Start with your TV **ON** and DISH receiver **OFF**.
- To turn your receiver **ON**, press and release the red POWER button on your **DISH remote**.



A TV picture appears.

- To turn your receiver **OFF**, press and release the red POWER button on your **DISH remote** again.

## 3. Staying on the Correct TV Input or Channel

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, depending on your TV. The correct input or channel for your TV may be noted on a sticker on the back of your DISH remote or below.

### Receiver #1

TV1: ROOM \_\_\_\_\_ INPUT/CHANNEL \_\_\_\_\_

TV2: ROOM \_\_\_\_\_ INPUT/CHANNEL \_\_\_\_\_

### Receiver #2

TV1: ROOM \_\_\_\_\_ INPUT/CHANNEL \_\_\_\_\_

TV2: ROOM \_\_\_\_\_ INPUT/CHANNEL \_\_\_\_\_

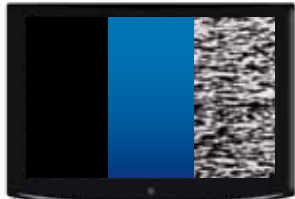
## How You Might Get On the Wrong Input or Channel:

- Changing the input on your TV to operate a DVD player or video game system
- Changing your TV input or channel using your TV remote or the TV itself
- Pressing the INPUT or CHANNEL buttons with your DISH remote when you are not in SAT mode
- Power outage causing your TV to get off the correct channel or input

## 4. Fixing a Black, Blue, or Snowy Screen

### For demonstration only

Get your TV **OFF** the correct input or channel by pressing and releasing the CHANNEL UP button on your **TV remote** or the TV itself. (If you are already on a black, blue, or snowy screen, go to 4a.)



A black, blue, or snowy screen appears.

- Get your TV back **ON** the correct input or channel:

Cycle your TV through its inputs by pressing the INPUT, SOURCE, or TV/VIDEO button on your **TV remote** or the TV itself.

If the picture is not restored, change your TV to channel 3 or 4 using your **TV remote** or the TV itself.



A TV picture appears.

- Once your TV picture is restored, press and release the SAT mode button on your **DISH remote** to ensure you're in the proper mode for controlling your receiver.



The SAT button lights up.

## 5. Changing Channels

There are three ways to change channels on your receiver.

Type a channel number using the number buttons on the keypad.



- OR -

Press and release the CHANNEL UP/DOWN buttons.



- OR -

Use the Program Guide.

a. Press and release the GUIDE button.



b. Press and release the CHANNEL UP/DOWN or the PAGE UP/DOWN buttons to highlight the channel you want to watch.



c. Press and release the SELECT button.



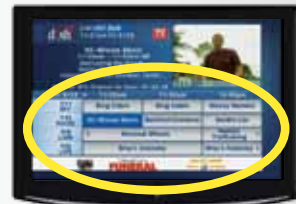
The TV channel changes.



The TV channel changes.



The Program Guide appears.



The Program Guide moves up or down.



The TV changes to the highlighted channel.

## 6. Selecting a Favorites List to Display on Your Program Guide

For your convenience, two Favorites Lists have been pre-programmed:

All Chan – Displays all DISH channels

All Sub – Displays all channels you subscribe to

a. Press and release the GUIDE button to bring up the on-screen TV Guide. Press and release the GUIDE button to cycle through favorite lists.



The Program Guide indicates which list you are on. If you are on the All Chan list, channels shown in red or green are not included in your subscription.

## 7. Exiting On-Screen Menus

When you're in an on-screen menu, it's easy to exit the on-screen menu and return to the program you were watching.



The TV is on a menu screen.

a. To exit an on-screen menu, press and release the VIEW LIVE TV button.



The menu screen is exited and a TV picture appears.

**TIP:** The Cancel button on your DISH remote is another option for exiting one on-screen menu at a time.

## Additional Tips

### Setting Parental Controls:

- Press and release the MENU button and then select "Locks."
  - To lock all adult channels, select "Hide Adult."
  - To lock all PPV channels, select "Lock PPV."
  - To lock specific channels, select "Channel Locks."
  - To lock a channel based on rating, select "Ratings Locks."

*Note: If you lock channels with an NR/IO rating, you may inadvertently lock certain news or other programs that are not rated.*

- When you are done, press "Lock System" and set/use a password for any of the above locks to take effect.

## Troubleshooting:

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

- Make sure your DISH remote is in SAT mode.
- Make sure your TV is on the correct input/channel.
- Make sure you're on the correct Favorites List.
- 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.
- Reset your receiver by unplugging it from the wall for 10 seconds. Plug it back in and turn it back on.

## Where to go for additional information:

- mydish.com/support
- Channel 101

