

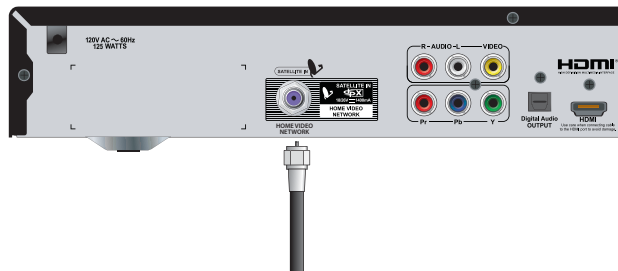
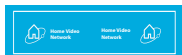
RECEIVER SETUP GUIDE



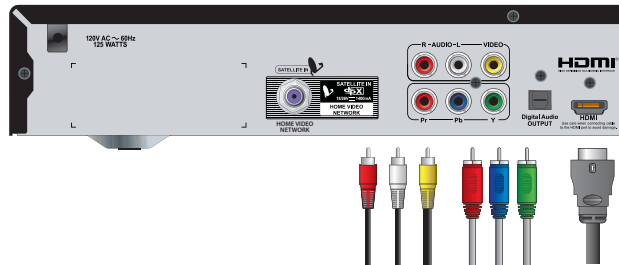
1. Labeling Your Cables

Use the labels provided to complete this step. Do not remove any cables from the receiver being replaced until Step 2.

- a.** Attach the blue label to the cable connected to the “Home Video Network” port.

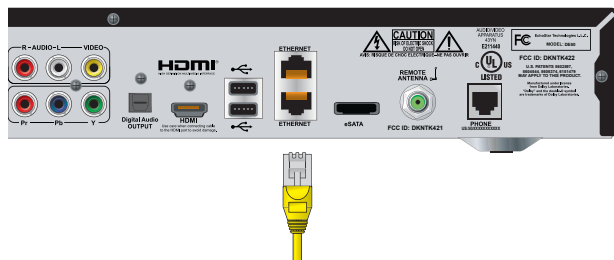


- b.** You will be using either an HDMI cable, YPbPr cables, or RCA cables as your audio/video connection. Attach the black label to the cable connected to the “HDMI” port or attach the orange label to the cables connected to the RCA ports or attach the red label to the cables connected to the YPbPr ports.

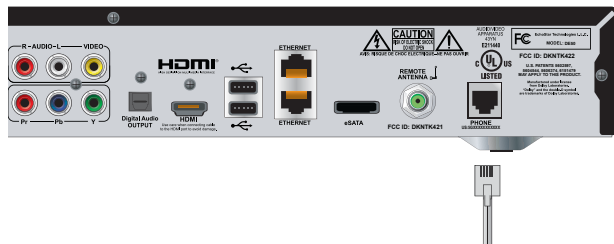


1. Labeling Your Cables (Cont'd)

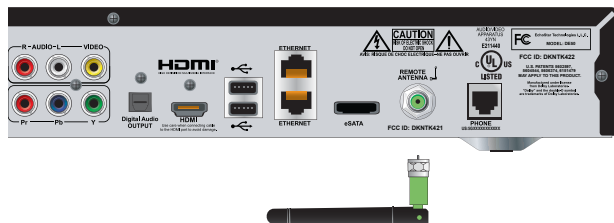
- c. Attach the yellow label to the cable connected to the "Ethernet" port.



- d. Attach the white label to the cable connected to the "Phone" port.
You may not have this cable.



- e. Attach the green label to the cable or antenna connected to the "Remote Antenna" port.



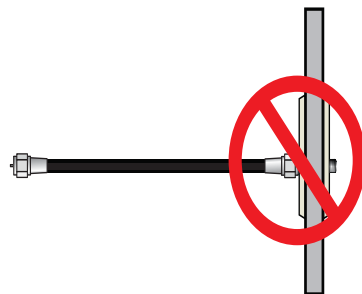
2. Disconnecting Your Cables

- a.** Disconnect the cables from the receiver being replaced. Only disconnect the cables at the end connected to the receiver. Do not disconnect the cables from the wall or TV.

Receiver

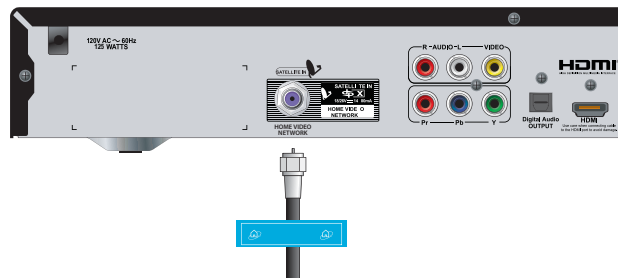


Wall

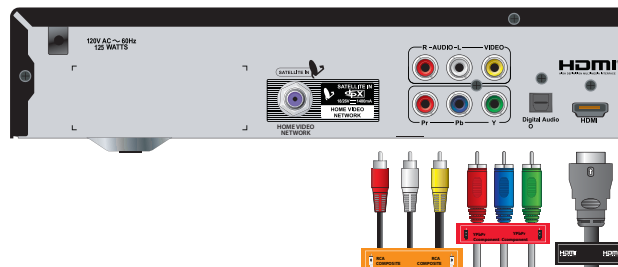


3. Connecting the Cables to Your Replacement Receiver

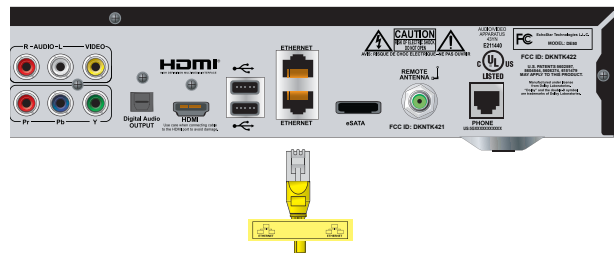
- a.** Connect the Home Video Network cable to the "Home Video Network" port on your 4K Joey.



- b.** Connect the HDMI cable, YPbPR cables, or RCA cables from the TV to the corresponding port(s) on the replacement receiver.

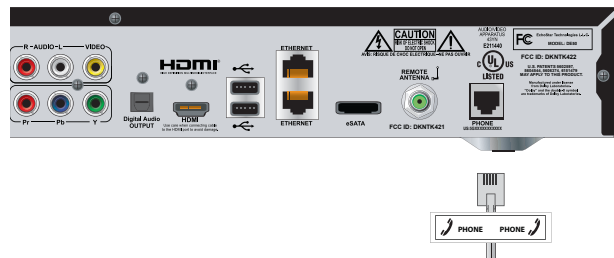


- c.** Connect the Ethernet cable to the "Ethernet" port on the replacement receiver.

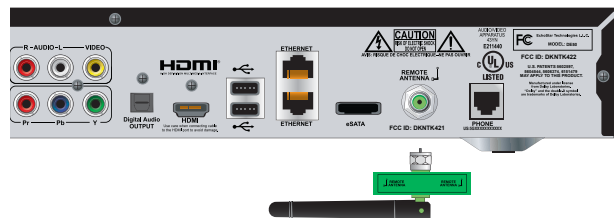


3. Connecting the Cables to Your Replacement Receiver (Cont'd)

- d. Connect the Phone cable to the "Phone" port on the replacement receiver.
You may not have this cable.



- e. Connect the remote antenna to the "Remote Antenna" port on the replacement receiver.



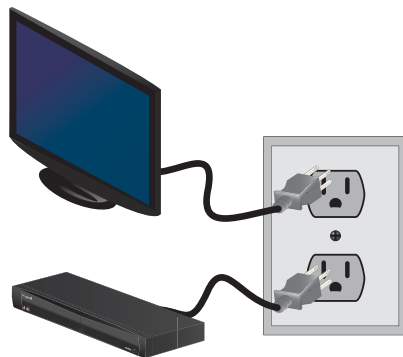
- f. Open the panel on the front of the new receiver and make sure the Smart Card is secured firmly in the slot.

Not all receivers will have a SmartCard. If your receiver does not have a SmartCard, go to Step 4.

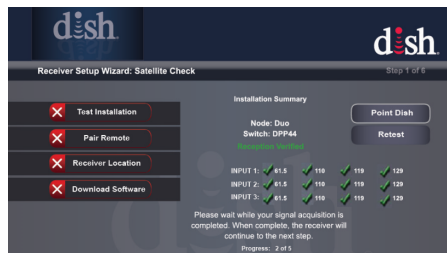


4. Powering Your Equipment

- a. Make sure your TV cord is plugged into the wall outlet and turn on your TV.
- b. Plug the power cord from your 4K Joey into a wall outlet.

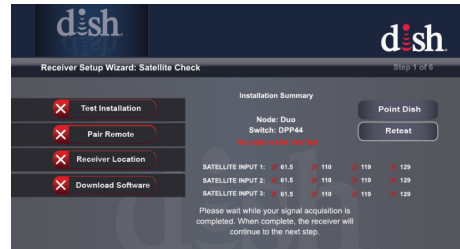


- c. Your screen should now display the System Setup screen. If you do not see this screen, confirm that you are on the correct input for watching DISH programming. Check the input by pressing the Source/Input button located on the side, back, or front of your TV.



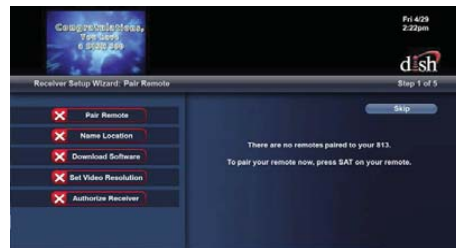
5. Acquiring a Satellite Signal

- a. Wait while the satellite signals are acquired. Once complete, the system will proceed to the next step automatically.
- b. If you see red "Xs" in the installation test box, make sure your "Home Video Network" cable is connected to your receiver and wall correctly. Then use the arrow buttons on your remote control to highlight "Retest Installation," and then press the SELECT button on your remote control.



6. Pairing Your Remote Control & Setting Your Hopper Location

- a.** Press the SAT button on your remote control to pair it to your Hopper.



- b.** Using the arrows on your remote control, scroll to the location where your Hopper is located and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.



7. Downloading the Hopper Software

- a.** Wait while the System Setup wizard downloads your Hopper software. This process will take approximately 20 minutes.

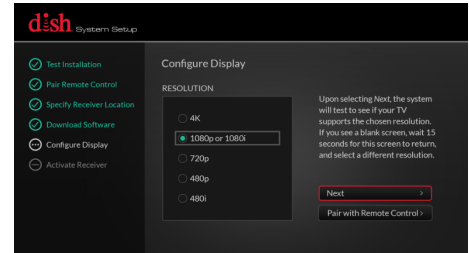


- b.** When the download is complete, your Hopper will reboot automatically.

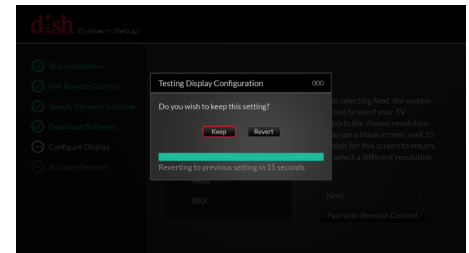


8. Setting Your TV Configuration

- a.** Using the arrows on your remote control, scroll to your TV's resolution and press SELECT on your remote control. Then, highlight "Next" and press SELECT on your remote control.

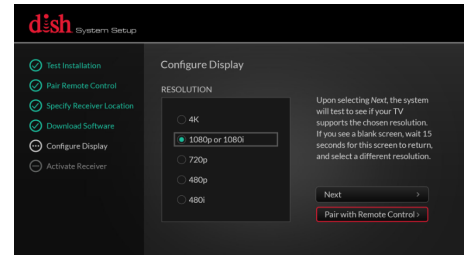


- b.** Using the arrows on your remote control, highlight "Keep" and then press SELECT on your remote control to keep your TV Display Configuration.

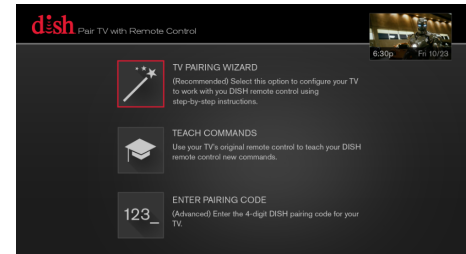


8. Setting Your TV Configuration (Cont'd)

- c. Using the arrows on your remote control, highlight "Pair with Remote Control," and then press the SELECT button on your remote control.

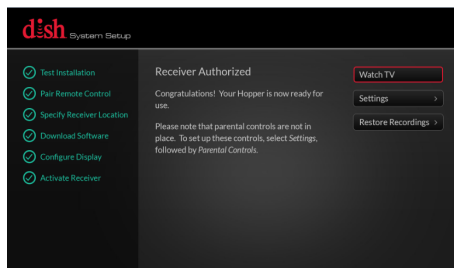
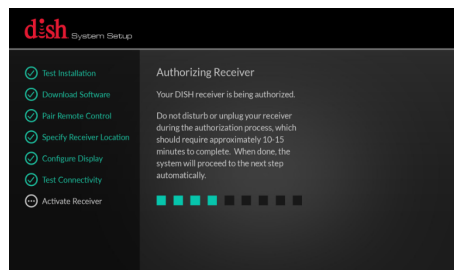
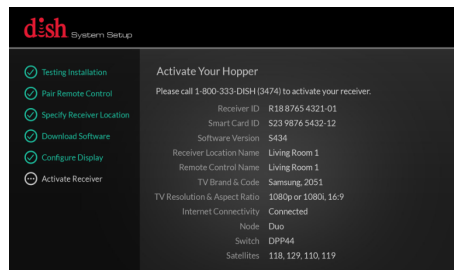


- d. Using the arrows on your remote control, highlight "TV PAIRING WIZARD" and then press the SELECT button on your remote control. The TV Pairing wizard will now walk you through step-by-step instructions to configure your TV to work with your DISH remote control.



9. Activating Your Hopper

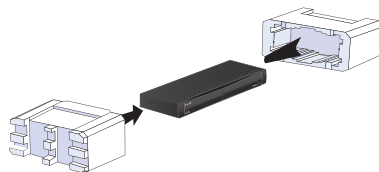
- a. Please call 1-800-333-DISH (3474) to activate your Hopper. Have your Receiver ID and Smart Card ID ready for the DISH representative you speak with.
- b. Once your Hopper is activated, the System Setup wizard will authorize your Hopper. This process will take 10-15 minutes to complete. Once complete, the System Setup wizard will automatically proceed to the next step.
- c. To begin using your Hopper, use the arrows on your remote control to highlight "Watch TV" and then press the SELECT button on your remote control.



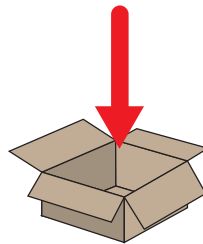
10. Returning Your Original Receiver

If there is a Smart Card in your original receiver, do not remove it; a new Smart Card has been issued with your new receiver. Do not pack any other equipment or attachments.

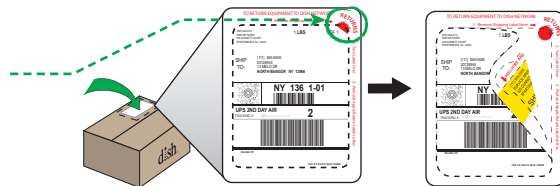
- a.** Pack your original receiver and power cord in the protective bag.



- b.** Place the receiver and power cord in the box that the new receiver came in.

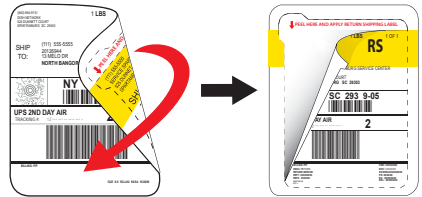


- c.** Locate the original shipping label on the box and remove it using the red tab. Continue to Step 11d.

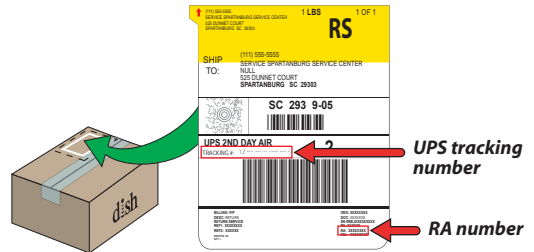


10. Returning Your Original Receiver (Cont'd)

- d.** Turn over the original label and peel off the yellow return shipping label to expose the adhesive.



- e.** Apply the yellow return label to the top of the box and seal the box.



- f.** Copy the RA and UPS tracking numbers for your record.

- g.** Return your original receiver at the nearest UPS dropoff location. To find the location nearest you or to schedule a pickup at your cost, visit [ups.com/dropoff](https://www.ups.com/dropoff).



Vist us at:

dish.com/chat

Select "Chat Now" for assistance

Call our 24/7 Toll Free
customer service:

1-800-333-DISH (3474)

mydish.com