

# RECEIVER SET UP GUIDE



**311/512**

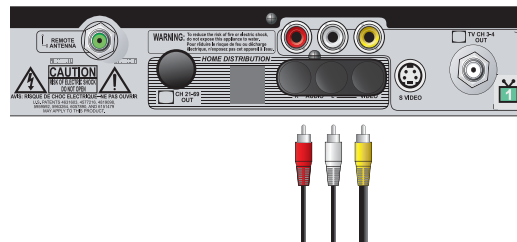
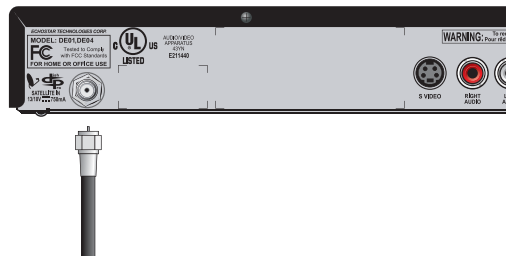
# 1. Labeling Your Cables

*Do not remove any cables from the receiver being replaced until Page 3. Use the labels provided to complete Step 1. The back of your receiver may look different than the ones pictured.*

- a.** Attach the blue label to the cable connected to the "Satellite In" port.

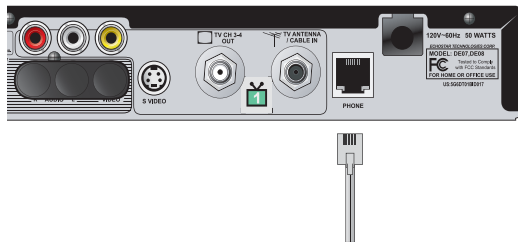


- b.** Attach the orange label to the cables connected to the "Audio Video" ports.



## 1. Labeling Your Cables (Cont'd)

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

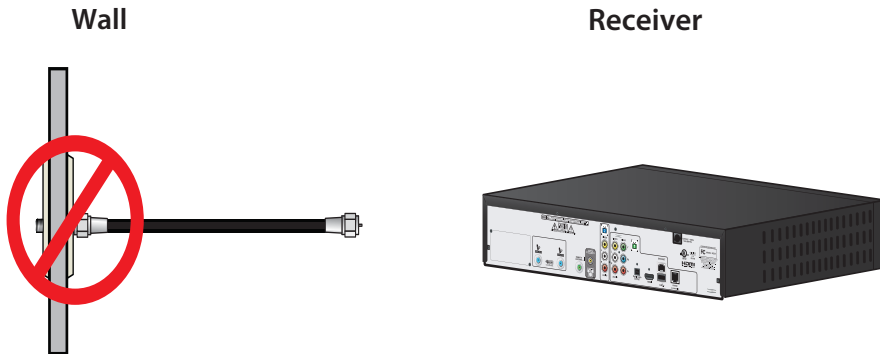


- d.** Attach the green label to the cable or antenna connected to the "Remote Antenna" port.



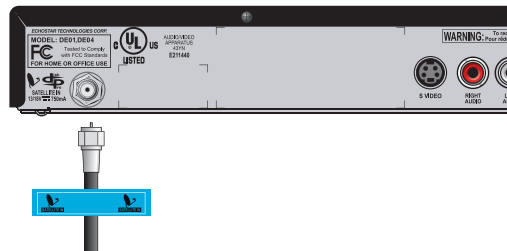
## 2. Disconnecting Your Cables

- 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.

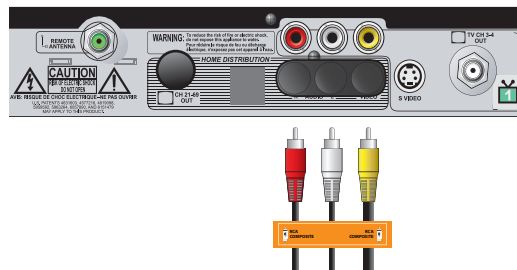


### 3. Connecting the Cables to Your Replacement Receiver (Cont'd)

- a.** Connect the satellite in cable to the "Satellite In" port on the new receiver.

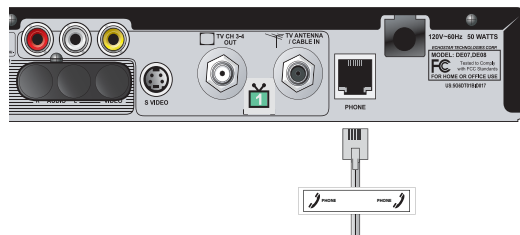


- b.** Connect the RCA/composite cables to the corresponding color "Audio Video" ports on the new receiver.

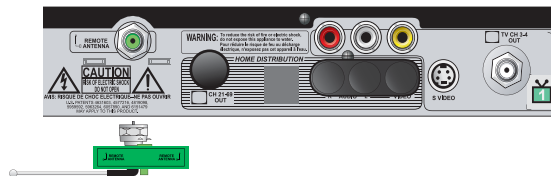


### 3. Connecting the Cables to Your Replacement Receiver (Cont'd)

- c. Connect the phone line to the "Phone" port on the new receiver.  
*You may not have this cable.*

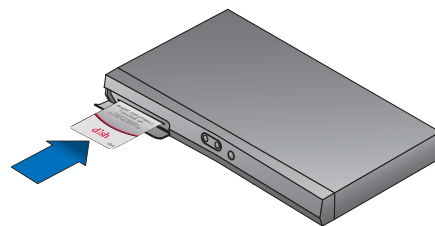


- d. Connect the remote antenna to the "Remote Antenna" port on the new receiver.



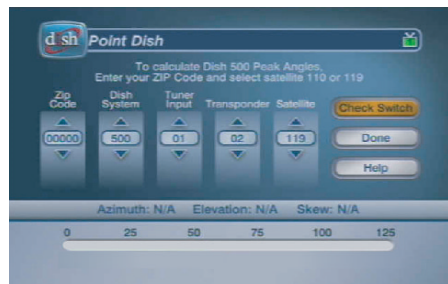
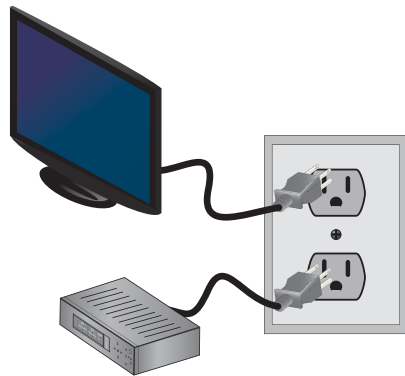
- e. Open the panel on the front of the new receiver and make sure the smartcard is secured firmly in the slot.

*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 the new receiver into a wall outlet.
- c. Make sure your TV is on the input that your DISH receiver is connected to. Check the input by pressing the SOURCE/INPUT button located on the side/back/front of your TV.
- d. Your screen should now be displaying the Point Dish screen. If you do not see the Point Dish screen, confirm that you are on the correct input for watching your DISH receiver.



## 5. Pairing Your Remote Control

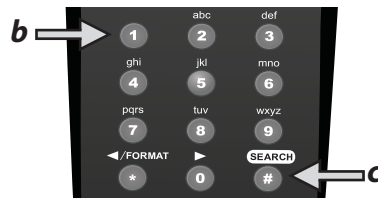
- a.** Point the remote control at the receiver, Press and hold the SAT button until all of the buttons at the top of the remote control light up.



- b.** While the SAT button light is blinking, press the number one (1) button.



- c.** Press the pound (#) button.  
The SAT button will flash three times to signal the remote control is paired.

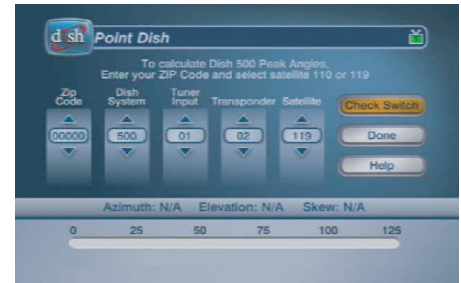




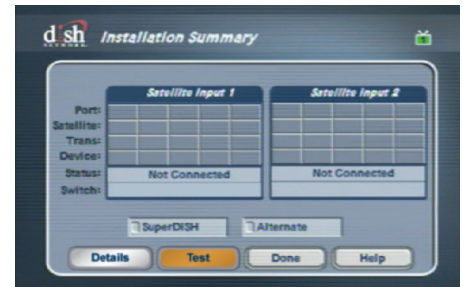
## 6. Activating Your Replacement Receiver

Use your remote control to follow the on-screen instructions.

- a. Using the arrow buttons on your remote, highlight Check Switch on the "Point Dish" screen and press the SELECT button on your remote.

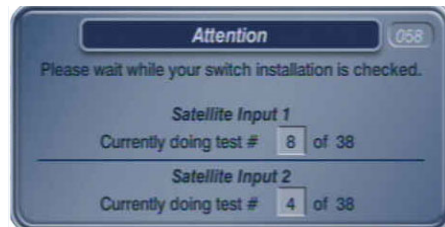


- b. Confirm that your TV is displaying the "Installation Summary" screen. Using the arrow buttons on your remote, highlight Test and press the Select button on your remote to begin the test. The Attention 058 pop-up will appear while the test is running.

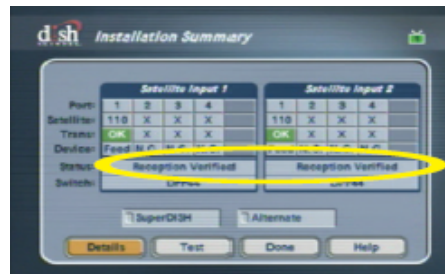


## 6. Activating Your Replacement Receiver (Cont'd)

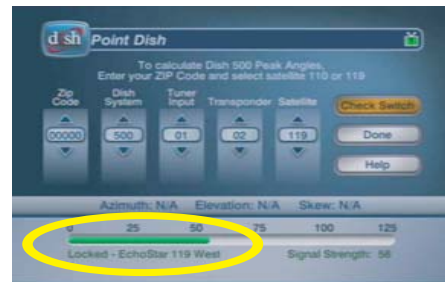
- c. Wait for the test to complete and the Attention 058 pop-up to disappear.



- d. When the test is complete, look at the "Installation Summary" screen and verify that you see "Reception Verified" in the Status box. If you do not see "Reception Verified," make sure your cables are connected correctly and then repeat Step 6b.



- e. Using the arrow buttons on your remote highlight and select Done to exit the "Installation Summary" screen. Allow up to 1 minute to verify that the signal bar shows "Locked Echostar..." at the bottom of the screen.



## 6. Activating Your Replacement Receiver (Cont'd)

- f.** Using the arrow buttons on your remote, highlight Cancel and press the SELECT button on your remote. Keep selecting Cancel until you have exited all of the menu screens. Once you have exited the menu screens your receiver will automatically reboot.

Cancel

- g.** Once your receiver reboots, your screen may display the Attention 015 pop-up. If you see this pop up, wait while the receiver acquires the signal.

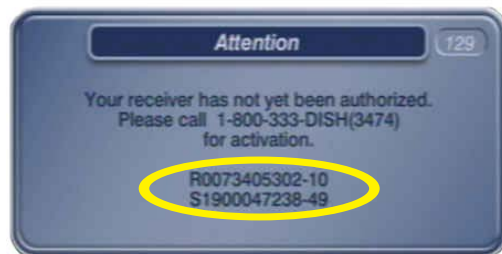


- h.** The Attention 055 pop-up will now display. Use the arrow buttons on the remote to highlight Yes and press the SELECT button on your remote. Wait for the receiver to acquire the satellite signal and perform all of the necessary downloads and updates. You will not need to do anything while these updates happen. When complete you will see the Attention 129 pop-up and you can continue to Step 7.



## 7. Authorize Your Replacement Receiver

- a.** Have your account number, receiver number, and smartcard number ready to complete authorization.



- b.** To authorize your DISH receiver choose one of the following options.

- Contact DISH Network at 1-800-333-DISH (3474).



**1-800-333-DISH (3474)**

- Go to [mydish.com/myequipment](http://mydish.com/myequipment), register or log in to your DISH account then select "Activate Receiver."



**[mydish.com/myequipment](http://mydish.com/myequipment)**

- Contact a DISH network representative using online chat support by going to [dish.com/chat](http://dish.com/chat) and click "Chat Now."



**[dish.com/chat](http://dish.com/chat)**

## 8. Recycling Your Original Receiver

- a.** Find your model number located on the back of your original receiver. Your model name may appear with letters in front or behind the number such as ViP, XiP, or ZiP. If your model number appears below, skip Step 8 and go to Step 9. If you do not see your model number below continue following Step 8 "Recycling Your Original Receiver."

**211**

**222**

**612**

**Wally**

**622**

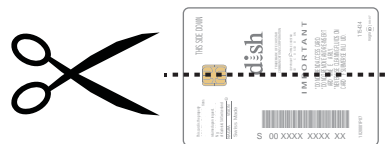
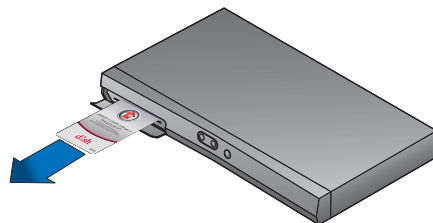
**722**

**922**

**Hopper**

**Joey**

- b.** Open the front panel on the receiver.
- c.** If your receiver has a smartcard, remove it from the receiver and continue to Step 8d. If your receiver does not have a smartcard, go to Step 8e.
- d.** Destroy the smartcard by cutting the card lengthwise through the main chip.

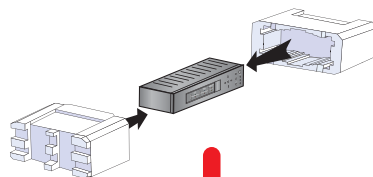


- e.** Visit **[mydish.com/recycle](https://mydish.com/recycle)** or **[dish.com/redirects/promotion/recycle](https://dish.com/redirects/promotion/recycle)** to dispose of your equipment in an environmentally responsible manner at an electronics recycler near you.

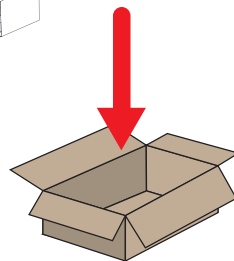
## 9. Returning Your Original Receiver

*Return your original receiver if your model number was displayed in Step 8. If there is a smartcard in your receiver do not remove it; a new smartcard has been issued with your new receiver. Do not pack any other equipment or attachments.*

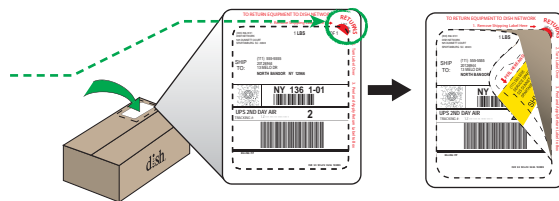
- a.** Carefully wrap the power cord and pack the removed receiver inbetween the foam protection.



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

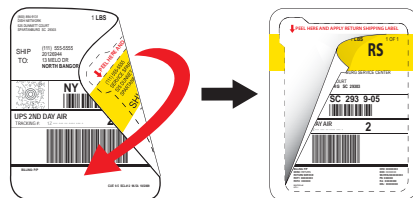


- c.** Locate the original shipping label on the box and remove it using the red tab. Continue to Step 9d.



## 9. Returning Your Original Receiver (Cont'd)

- d.** Turn the original label over 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 the removed receiver at the nearest UPS dropoff location. To find the location nearest you or to schedule a pick-up 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**