

# SET UP YOUR HOPPER 3

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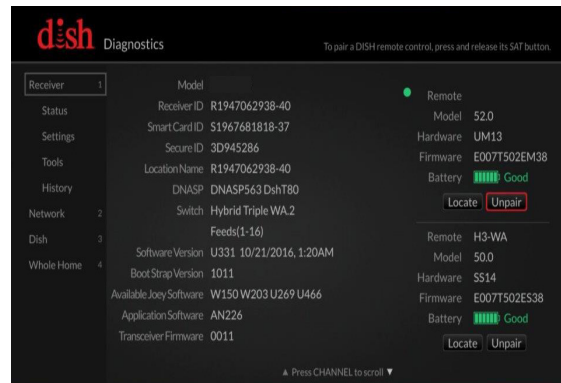


# STEP 1: Unpair Your Remote

If you are unable to turn on your original receiver, go to step 2.



**A** Open the front panel on your original receiver. Press the SYSTEM INFO button.



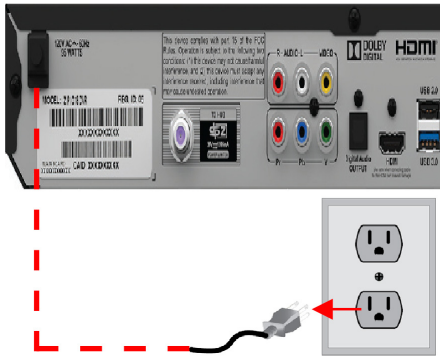
**B** Locate your remote from the list on the right side of the screen. Then, use your remote control to highlight the “Unpair” option and press the SELECT button.

**QUICK TIP**

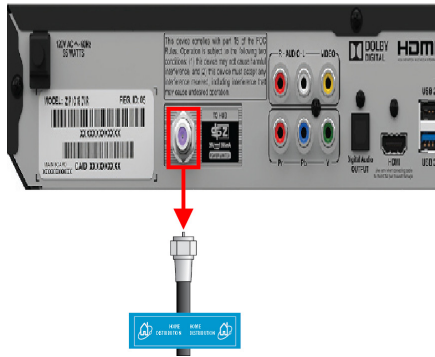


You will not be able to use your remote with your replacement receiver until you unpair it from your original receiver.

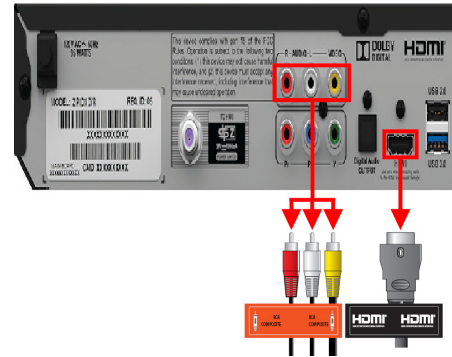
## STEP 2: Label and Disconnect Your Cables



**A** Locate the power cable for the Hopper that you are replacing, and unplug it from the wall.



**B** Locate the cable connected to the “To Hub” port and attach the blue label to it. Then, unscrew this cable from the receiver. Do not unscrew it from the wall.



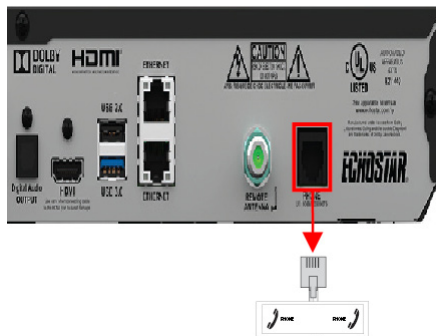
**C** Determine the cable you are using to receive audio/visual signal and attach the correct label to it. Then, unplug it from the receiver, but not from your TV.

- **Orange label**- RCA cables
- **Black label**- HDMI cable

## STEP 2: Label and Disconnect Your Cables (Cont.)



**C** Locate the cable connected to the “Ethernet” port and attach the yellow label to it. Then, unplug the cable from the receiver. Do not unplug it from the wall. **(You may not have this cable.)**

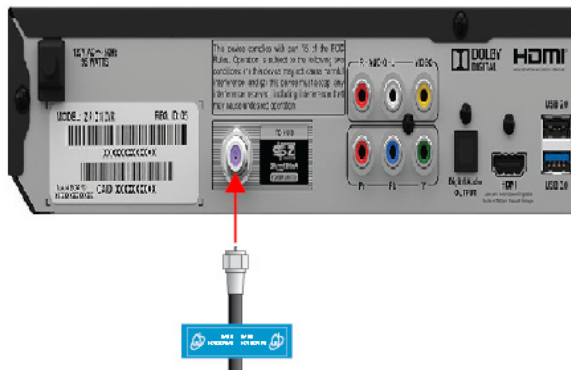


**D** Locate the cable connected to the “Phone” port and attach the white label to it. Then, unplug the cable from the receiver. Do not unplug it from the wall. **(You may not have this cable.)**

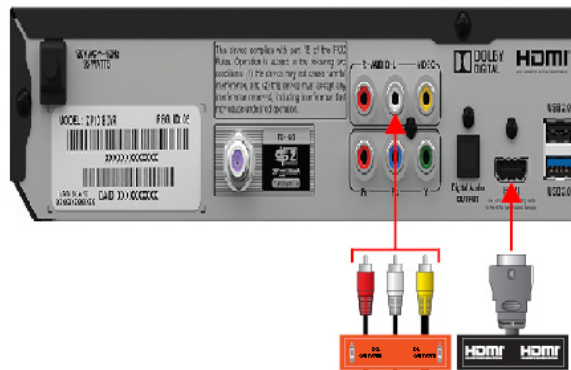


**E** Locate the antenna connected to the “Remote Antenna” port and attach the green label to it. Then, unscrew the antenna from the receiver.

## STEP 3: Connect the Cables to Your Replacement Receiver

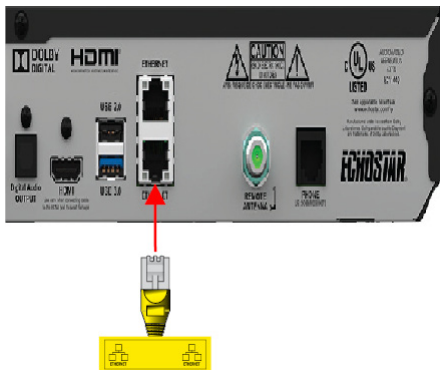


- A** Connect the Home Video Network cable to the “To Hub” port on your replacement Hopper 3.

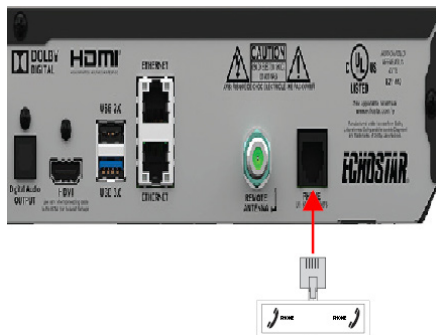


- B** Connect either the RCA cables or the HDMI cable to the corresponding port(s) on your replacement receiver.

## STEP 3: Connect the Cables (Cont.)



**C** Connect the Ethernet cable to the “Ethernet” port on your replacement receiver. **(You may not have this cable.)**

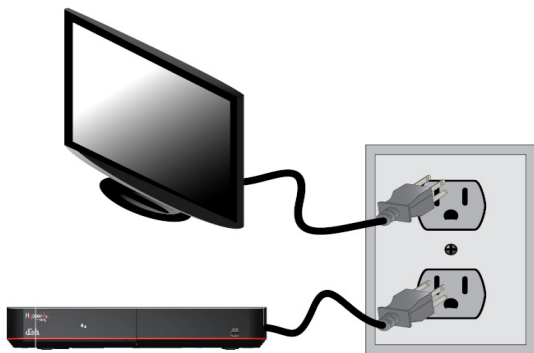


**D** Connect the Phone cable to the “Phone” port on your replacement receiver. **(You may not have this cable.)**



**E** Connect the remote antenna to the “Remote Antenna” port on your replacement receiver.

## STEP 4: Power Your Equipment



- A** Plug the power cord from your Hopper 3 into a power outlet, and ensure that your TV is still plugged in. Turn your TV on.

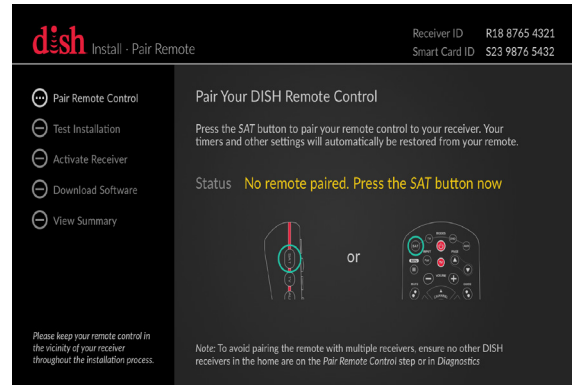


- B** Make sure that the Smart Card is secured firmly in the slot on the side of your Hopper 3.

## STEP 4: Power Your Equipment (Cont.)



**C** You will see a loading screen, which could last for several minutes.



**D** When the Install Wizard screen appears, go to step 5.

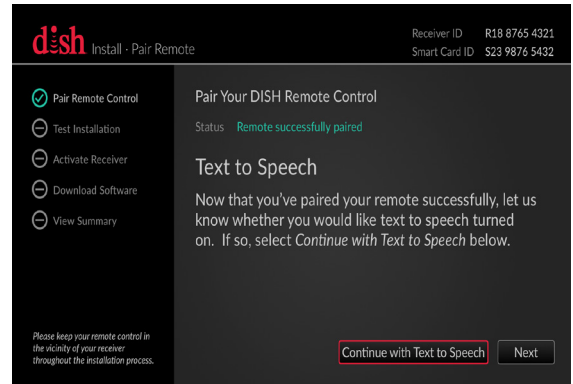
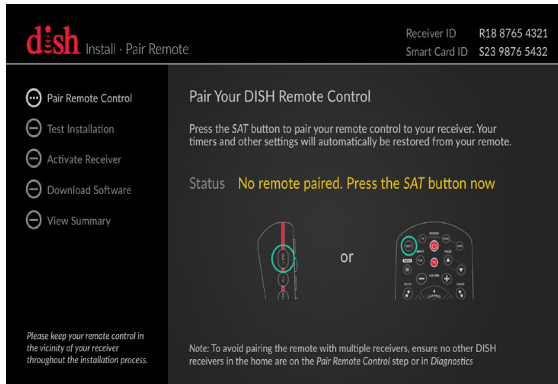
### QUICK TIP



If you do not see the loading screen, press the "Source/Input" button located on your TV until this screen appears.



## STEP 5: Pair Your Remote to Your Hopper



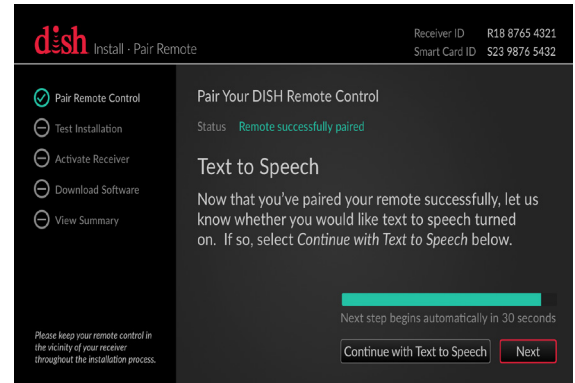
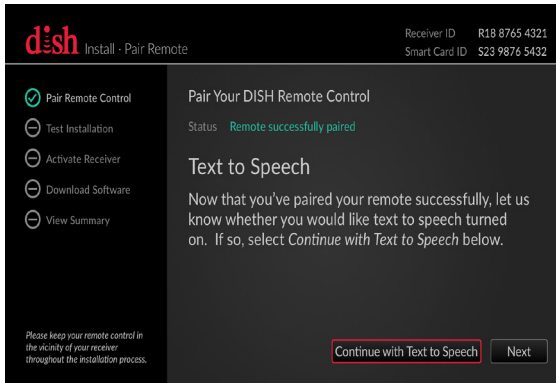
**A** Press the SAT button on your remote control to pair it to your Hopper 3. All of your previous receiver's recording timers and other settings will be restored automatically.

**B** Once your remote is paired, the Install Wizard will proceed to the next step automatically.

### QUICK TIP

To avoid pairing your remote with multiple receivers, ensure that you do not have any other receivers in your home that are on the "Pair Remote Control" step or in the "Diagnostics" screen.

## STEP 6: Set Up Text to Speech



**A** If you would like to have a digital voice read the text on screen, use your remote control to highlight the “Continue with Text to Speech” button. Then, press SELECT.

**B** If you do not want a digital voice to read the text on screen, use your remote control to highlight the “Next” button. Then, press SELECT.

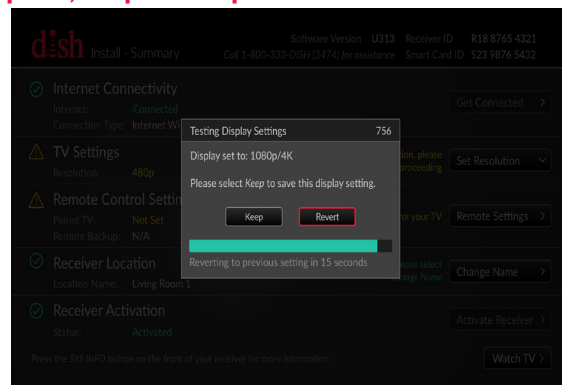
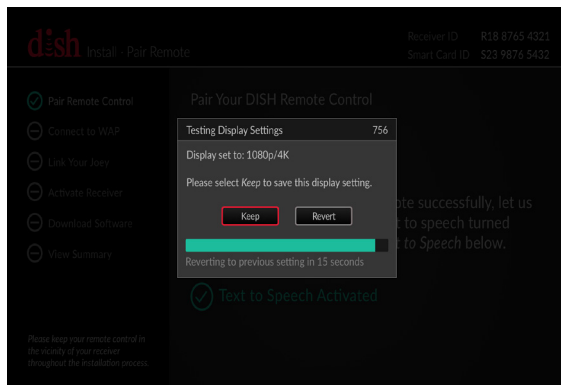
**QUICK TIP**



If you do not select either option, the Install Wizard will automatically advance after 30 seconds.

## STEP 7: Set Your TV Resolution

Depending on the type of TV you own, you may not see this screen.  
If this screen does not appear, skip to step 8.



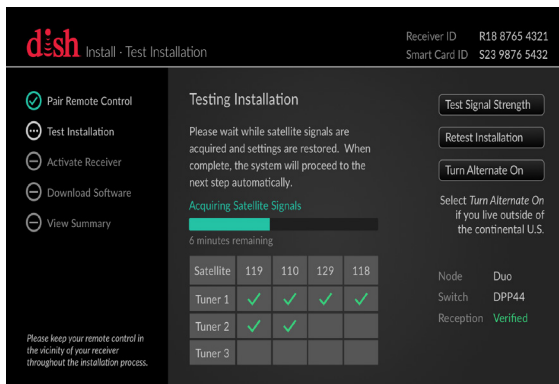
**A** If the image on the screen looks clear and correct, use your remote control to highlight the “Keep” button. Then, press SELECT.

**B** If the image on the screen looks incorrect, use your remote to highlight the “Revert” button. Then, press SELECT.

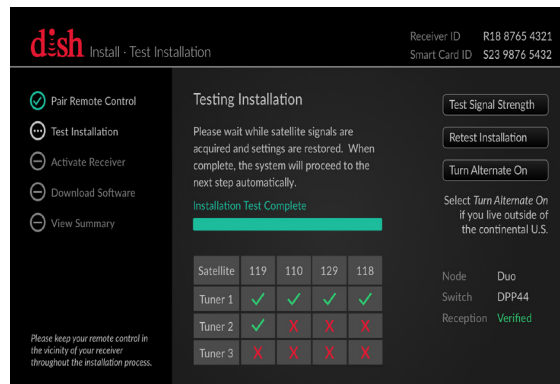


If you do not select either option, the Install Wizard will automatically advance after 15 seconds.

## STEP 8: Acquire Satellite Signal




**A** Wait while your Hopper 3 acquires satellite signal. This could take up to 10 minutes. Once signal is acquired, the Install Wizard will proceed to the next step automatically.



**B** If red "X's" appear in the installation summary, ensure that the "Home Video Network" cable is firmly connected to your Hopper 3 and the wall. Then, use your remote control to highlight "Retest Installation" and press SELECT.

## STEP 9: Activate Your Hopper (Internet Connection)

**If your Hopper 3 is not connected to the Internet, skip to step 9E.**





Install · Activate Receiver


Call 1-800-333-3347 (3/47)


Receiver ID R18 8765 4321


for assistance Smart Card ID 523 9876 5432

 Pair Remote Control

 Test Installation

 **Activate Receiver**

 Download Software

 View Summary

Activate Your Receiver

Internet Connectivity **Connected**

Activation Status **Waiting for activation signal...**

Using the number pad on your remote, enter the zip code listed on your account and either your account number or the receiver ID from your previous receiver.

1. Zip Code

ex. 90210


2. DISH Account Number  
or  
Previous Receiver ID


R ex. 1887654321

Your previous receiver ID can be located  
on the back of your previous receiver

Please place your remote control in  
the vicinity of your receiver  
throughout the installation process.

Activate






1887654321

R1887654321

**A** Use your remote to highlight the “Zip Code” field and press SELECT. Then use the number pad on your remote control to enter your ZIP Code.





Install - Activate Receiver


Call 1-800-333-DISH (3474) for assistance


Receiver ID R18 8765 4321


Smart Card ID S23 9876 5432

 Pair Remote Control

 Test Installation

 Activate Receiver

 Download Software

 View Summary

Activate Your Receiver

Internet Connectivity

Connected

Activation Status

Waiting for activation signal..

Using the number pad on your remote, enter the zip code listed on your account and either your account number or the receiver ID from your previous receiver.

1. Zip Code

80220

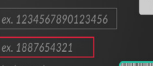
2. DISH Account Number or Previous Receiver ID

R

ex. 1234567890123456

ex. 1887654321

Your previous receiver ID can be located on the back of your previous receiver



Please log-in your remote control in the vicinity of your receiver throughout the installation process.

Activate

**B** Use your remote control to highlight either the “DISH Account Number” field or the “Previous Receiver ID” field. Then, press SELECT and use the number pad to enter the selected number.

## QUICK TIP

You can find your account number in the upper-right corner of your DISH bill, or in the My Account Summary section of your [mydish.com](http://mydish.com) account.

## STEP 9: Activate Your Hopper (Internet Connection Cont.)

dish Install - Activate Receiver

Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321  
for assistance Smart Card ID S23 9876 5432

- ✓ Pair Remote Control
- ✓ Test Installation
- ⊕ Activate Receiver
- ⊖ Download Software
- ⊖ View Summary

### Activate Your Receiver

Internet Connectivity **Connected**

Activation Status **Waiting for activation signal...**

Using the number pad on your remote, enter the zip code listed on your account and either your account number or the receiver ID from your previous receiver.

1. Zip Code

2. DISH Account Number   
or  
Previous Receiver ID

Your previous receiver ID can be located on the back of your previous receiver.

**Activate**

Please keep your remote control in the vicinity of your receiver throughout the installation process.

**C** Use your remote control to highlight the “Activate” button, and then press SELECT.

dish Install - Activate Receiver

Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321  
for assistance Smart Card ID S23 9876 5432

- ✓ Pair Remote Control
- ✓ Test Installation
- ✓ Activate Receiver
- ⊖ Download Software
- ⊖ View Summary

### Activate Your Receiver

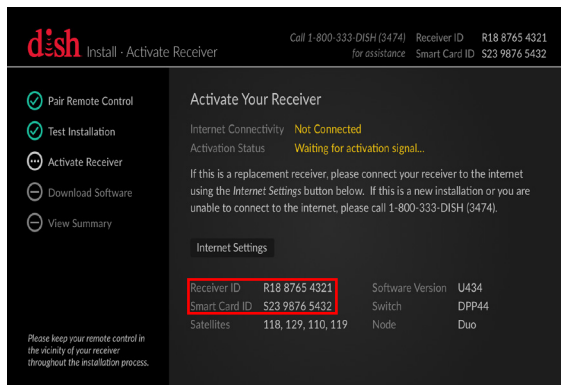
Internet Connectivity **Connected**

Activation Status **Successfully Activated**

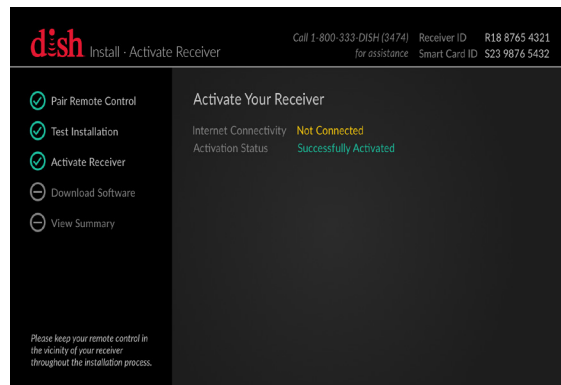
Please keep your remote control in the vicinity of your receiver throughout the installation process.

**D** Once activated, you will see a screen confirming that you activated your Hopper 3 successfully. The Install Wizard will then advance to the next screen automatically. Go to step 10.

## STEP 9: Activate Your Hopper (No Internet Connection)



**E** If your Hopper 3 is not connected to the Internet, call 1-800-333-3474 (DISH) to activate it with a DISH agent. You will need the Receiver ID and Smart Card ID located on the Activation screen.



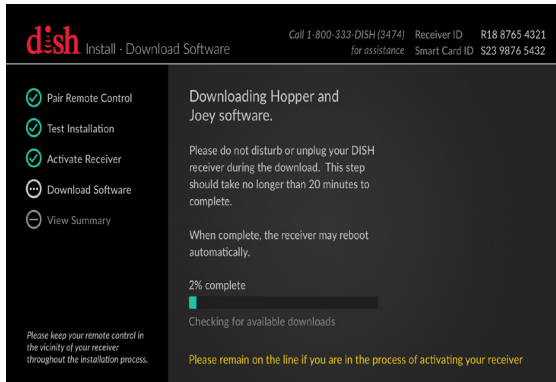
**F** Once activated, you will see a screen confirming that you activated your Hopper successfully. The Install Wizard will then advance to the next screen automatically.

### QUICK TIP

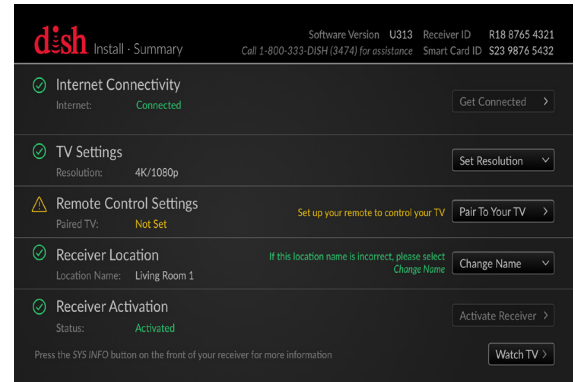


If you would like to connect to a wireless network, select the "Internet Settings" button, select "Wireless Setup," and follow the onscreen instructions.

# STEP 10: Download Hopper Software



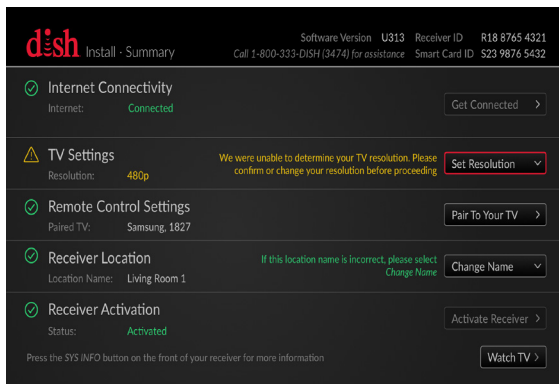
**A** Your Hopper 3 will start downloading software automatically. This process will take approximately 20 minutes.



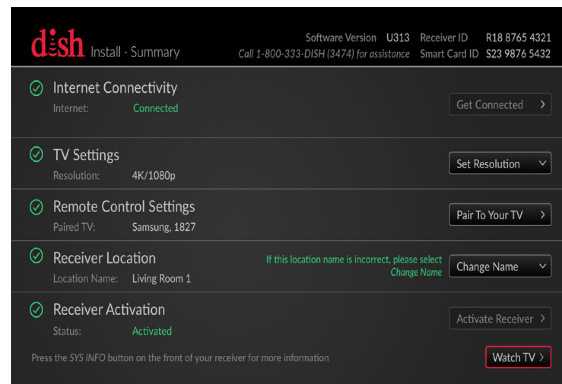
**B** Once your Hopper 3 completes the software download, the Install Wizard will advance to the next screen automatically.



# STEP 11: Review the Summary Screen

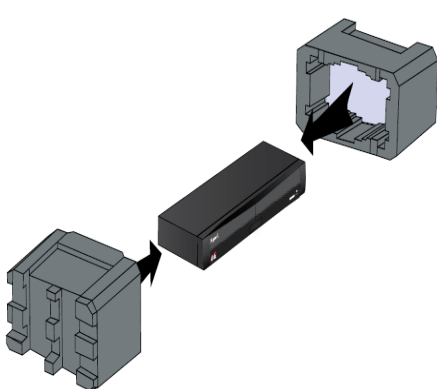


**A** Review the Summary screen. Any fields with green checkmarks are complete, and yellow fields are steps that need your attention. To change the information in a yellow field, highlight the dropdown tile and press SELECT. Then, select your desired option from the dropdown menu that appears.



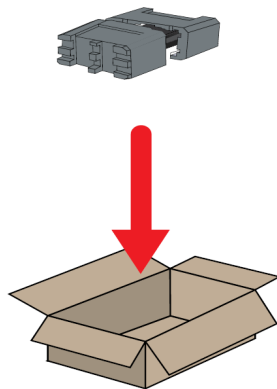
**B** When you have completed all of the steps on the Summary screen, select the “Watch TV” tile to start watching your favorite programming with DISH.

## STEP 12: Return Your Original Receiver



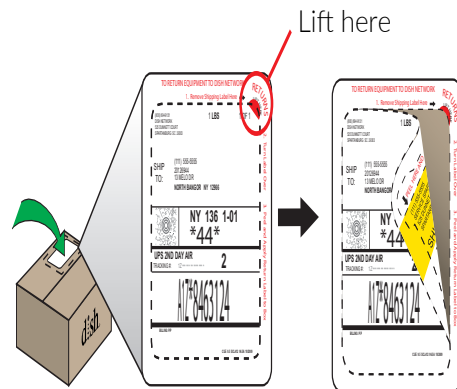
**A**

Carefully wrap the power cord around the receiver, and then pack the receiver in between the foam protection.



**B**

Place the protected receiver into the box that the new receiver came in.



**C**

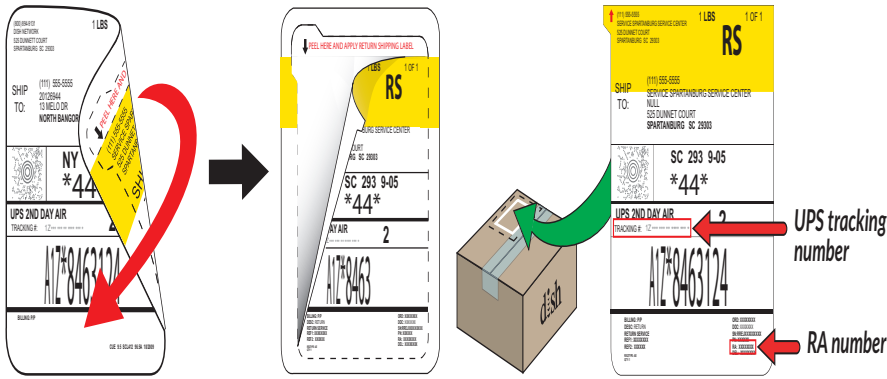
Locate the original shipping label on the box and remove it using the red tab.

**QUICK TIP**



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

## STEP 12: Return Your Original Receiver (Cont.)



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

**E** Copy the RA and UPS tracking numbers for your records, and apply the yellow return label to the top of the box and seal it.

**F** Return the original receiver at the nearest UPS dropoff location.

**QUICK TIP**

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

# Want the convenience of managing your account anywhere at anytime?

Download the MyDISH app from the Apple App Store or Google Play Store to view and pay your bill, change your programming, and do more on your mobile device.

## Customer Support

- [mydish.com/chat](http://mydish.com/chat)
- 1-800-333-DISH [3474]
- [mydish.com/support](http://mydish.com/support)

## Channel 103

*Hopper Insider* is a fantastic show, where DISH experts walk you through the billing process, troubleshooting, equipment features, and more!

## Help App

Access helpful information about your equipment by pressing and holding Info/Help on your remote.