

dish

Menu Home Shows Sports Movies

JOEY

TRENDING

Today Good Morn... CBS This M... 9News at 8... Good Day... Daybn

6000 DAY COLLEGE

ONLINE

See All

SETUP

SERIES PREMIERES

THE NEW... Top C... ers vs... Riverdale Ronja

SEASON PREMIERES

See All

INSTRUCTIONS

HELPFUL TIPS

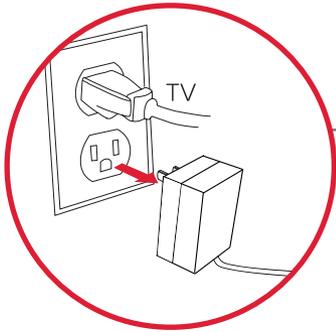
- Your current remote will not work with your new receiver unless you unpair it from your old receiver. To unpair it, unplug your old receiver's power cord before you turn your new receiver on.
- If you are not seeing the screens listed in this guide, try changing your TV's input by pressing the "Source/Input" button on your TV.
- When you reach the activation stage of this guide, you will need either your account number or your previous receiver's ID number.
 - Account number: Located along the upper-right corner of your DISH bill or in the My Account Summary section of your mydish.com account.
 - Receiver ID: Located along a label on the back of your previous receiver. It begins with "R."
- To find your closest UPS dropoff location or to schedule a pickup at your cost, call 1-800-742-5877 or visit [ups.com/dropoff](https://www.ups.com/dropoff).

Do you have questions?

Take a look at the back cover of this guide for this contact information!

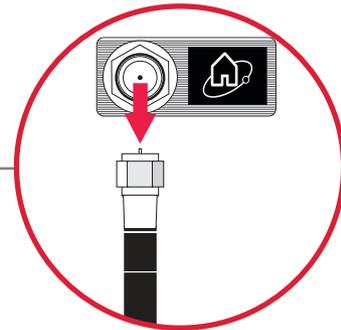
01

Disconnect Your Cables



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

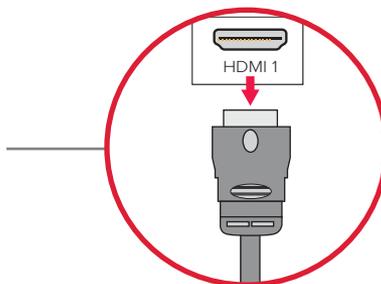
B Locate the Home Video Network cable connected to the “Home Video Network” port. Then unscrew this cable from the receiver. Do not unscrew it from the wall.



01

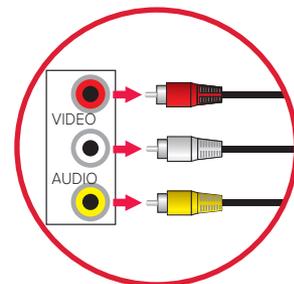
Disconnect Your Cables

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

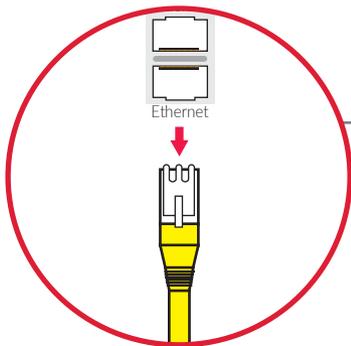


HDMI CABLE

OR



RCA CABLES

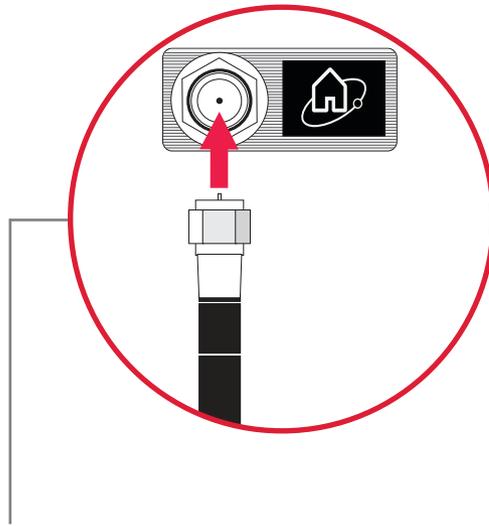


D

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

02

Connect Your Cables



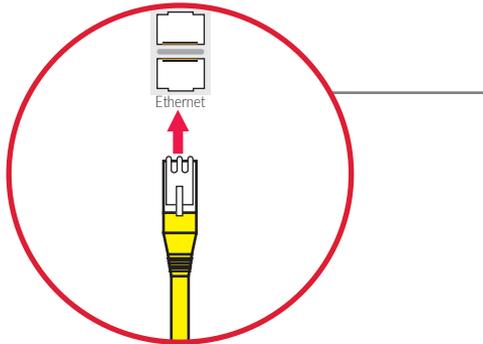
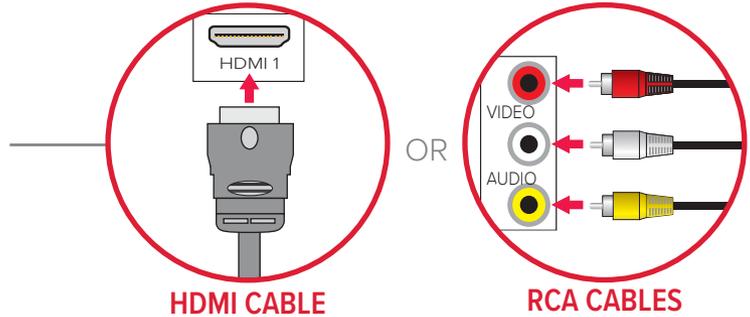
A

Connect the Home Video Network cable to the “Home Video Network” port on your replacement Joey.

02

Connect Your Cables

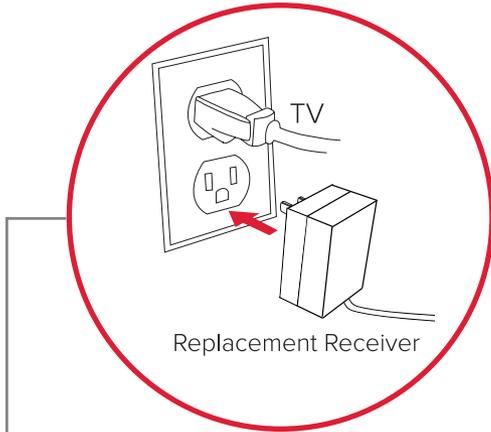
B Connect either the RCA cables or the HDMI cable to the corresponding port(s) on your replacement receiver.



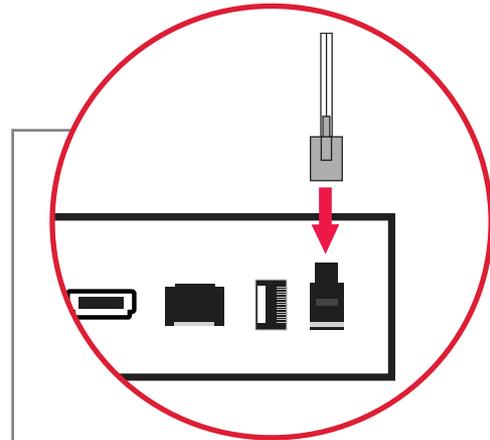
C Connect the Ethernet cable to the “Ethernet” port on your replacement receiver. **(You may not have this cable.)**

03

Power Your Equipment



A Plug the power cord from your Joey into a power outlet.



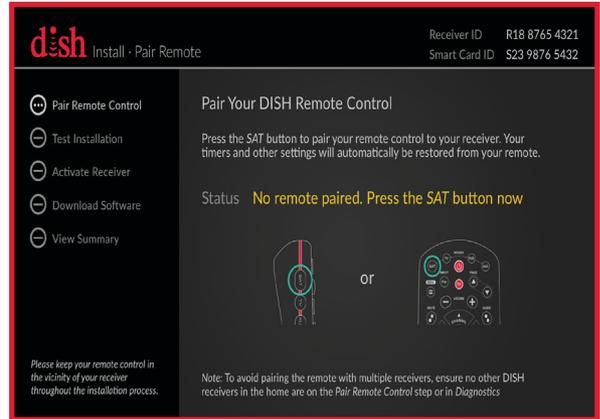
B Plug the other end of the power cord into the back of your Joey and ensure that your TV is still plugged in. Turn on your TV. It could take up to 30 seconds for you to see any images.

03

Power Your Equipment



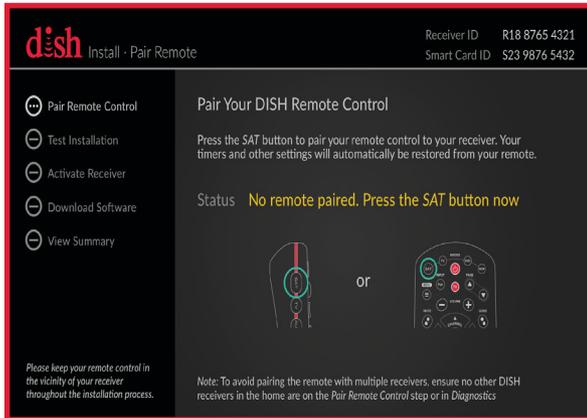
C You will see a loading screen, which could last for several minutes.



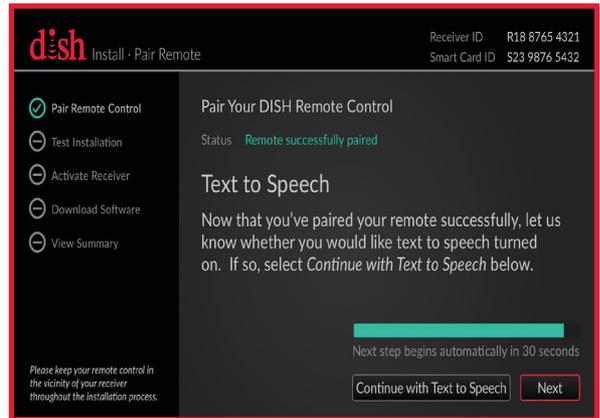
D When the Install Wizard screen appears, go to step 4.

04

Pair Your Remote to Your Joey



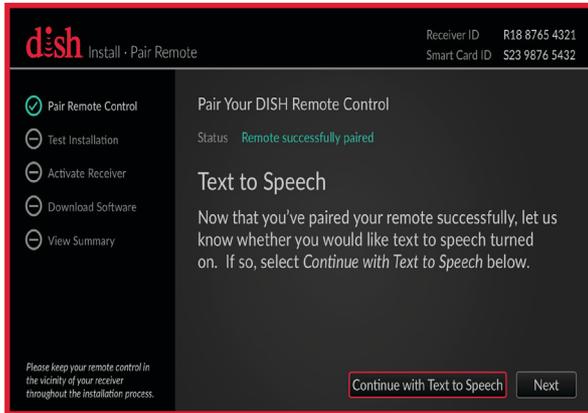
A Press the SAT button on your remote control to pair it to your Joey. All of your previous receiver's recording timers and other settings will be restored automatically.



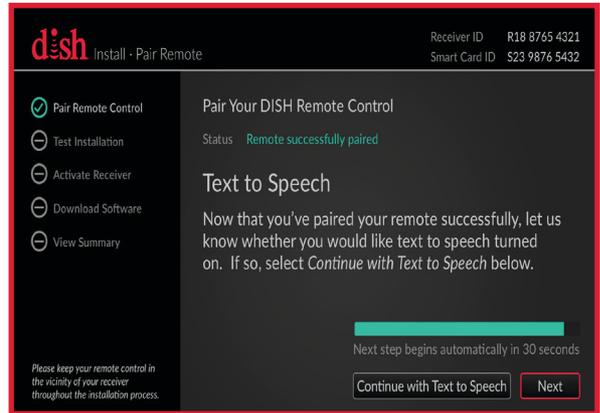
B Once your remote is paired, the Install Wizard will proceed to the next step automatically.

05

Set Up Text to Speech



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

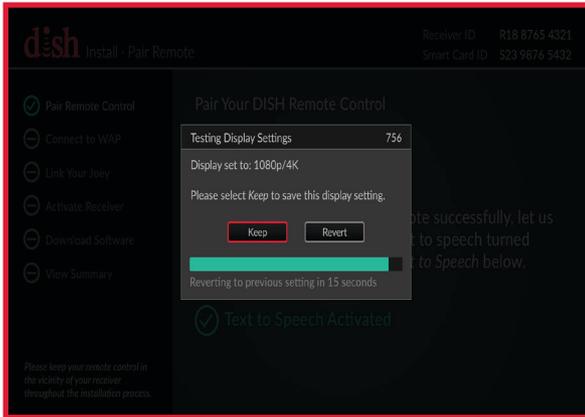


B If you do not want a digital voice to read the text onscreen, use your remote control to highlight the “Next” button. Then, press SELECT.

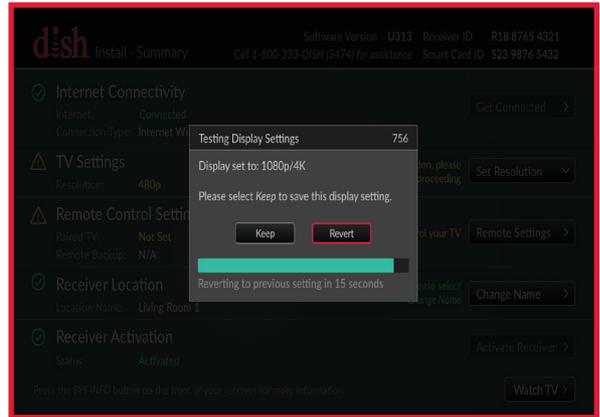
06

Set Your TV Resolution

Depending on your TV, you may not see this screen. If this screen does not appear, skip to step 7.



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

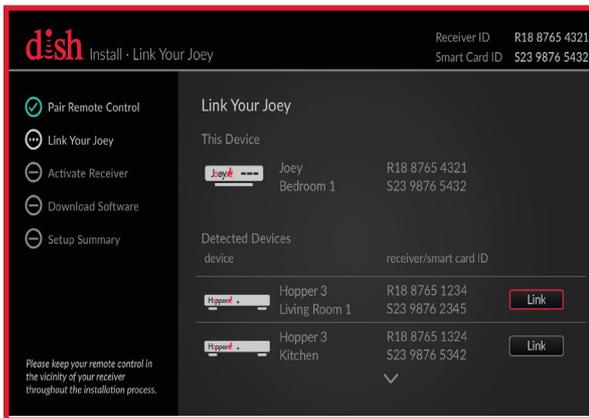


B If the image onscreen looks incorrect, use your remote control to highlight the “Revert” button. Then, press SELECT.

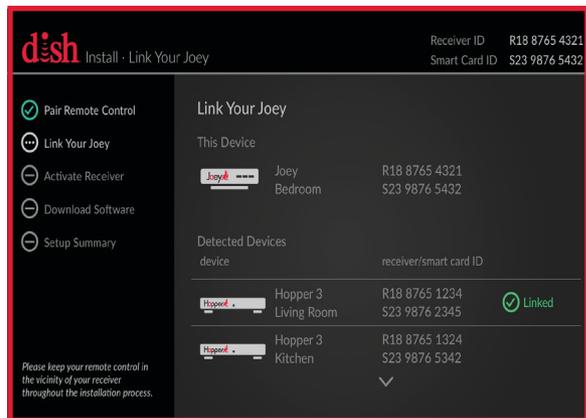
07

Link Your Joey to Your Hopper

If you only have one Hopper, you will not see these screens. If these screens do not appear, skip to step 8.



A Use your remote control to highlight the Hopper that you would like to link to your Joey. Then, press SELECT.



B Once connected, a “Linked” icon will appear next to the Hopper that you selected.

08

Activate Your Joey (Internet Connection)

If your Joey is not connected to the Internet, skip to step 8E.

The screenshot shows the 'dish Install · Activate Receiver' screen. At the top, it displays 'Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321 for assistance Smart Card ID 523 9876 5432'. The left sidebar has 'Pair Remote Control' checked, 'Test Installation' checked, and 'Activate Receiver' selected. The main area is titled 'Activate Your Receiver' and shows 'Internet Connectivity Connected' and 'Activation Status Waiting for activation signal...'. Below this, it says '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.' Step 1 shows '1. Zip Code' with a text box containing 'ex. 90210' and a red box around it. Step 2 shows '2. DISH Account Number or Previous Receiver ID' with two text boxes: 'ex. 1234567890123456' and 'R ex. 1887654321'. A red box highlights the 'R' and the 'ex. 1887654321' text. A barcode for 'R1887654321' is shown with a red box around it. At the bottom, there is an 'Activate' button and a note: 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

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.

The screenshot shows the 'dish Install · Activate Receiver' screen. At the top, it displays 'Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321 for assistance Smart Card ID 523 9876 5432'. The left sidebar has 'Pair Remote Control' checked, 'Test Installation' checked, and 'Activate Receiver' selected. The main area is titled 'Activate Your Receiver' and shows 'Internet Connectivity Connected' and 'Activation Status Waiting for activation signal...'. Below this, it says '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.' Step 1 shows '1. Zip Code' with a text box containing '80220'. Step 2 shows '2. DISH Account Number or Previous Receiver ID' with two text boxes: 'ex. 1234567890123456' and 'R ex. 1887654321'. A red box highlights the 'R' and the 'ex. 1887654321' text. A barcode for 'R1887654321' is shown with a red box around it. At the bottom, there is an 'Activate' button and a note: 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

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.

08

Activate Your Joey (Internet Connection)

dish Install - Activate Receiver

Call 1-800-333-DISH (3474) 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

2. DISH Account Number
or
Previous Receiver ID R

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

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 523 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 Joey successfully. The Install Wizard will then advance to the next screen automatically. Go to step 9.

08

Activate Your Joey (No Internet Connection)

The screenshot shows the 'Install - Activate Receiver' screen. At the top, it displays 'Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321 for assistance Smart Card ID S23 9876 5432'. The main heading is 'Activate Your Receiver'. Below this, the 'Internet Connectivity' is 'Not Connected' and the 'Activation Status' is 'Waiting for activation signal...'. A message states: 'If this is a replacement receiver, please connect your receiver to the internet using the Internet Settings button below. If this is a new installation or you are unable to connect to the internet, please call 1-800-333-DISH (3474)'. There is an 'Internet Settings' button. Below it, a table lists: Receiver ID R18 8765 4321, Smart Card ID S23 9876 5432, Software Version U434, Switch DPP44, and Satellites 118, 129, 110, 119. A sidebar on the left contains: Pair Remote Control, Test Installation, Activate Receiver, Download Software, and View Summary. A footer note says: 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

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

The screenshot shows the 'Install - Activate Receiver' screen after successful activation. At the top, it displays 'Call 1-800-333-DISH (3474) Receiver ID R18 8765 4321 for assistance Smart Card ID S23 9876 5432'. The main heading is 'Activate Your Receiver'. Below this, the 'Internet Connectivity' is 'Connected' and the 'Activation Status' is 'Successfully Activated'. A sidebar on the left contains: Pair Remote Control, Link Your Joey, Activate Receiver, Download Software, and Setup Summary. A footer note says: 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

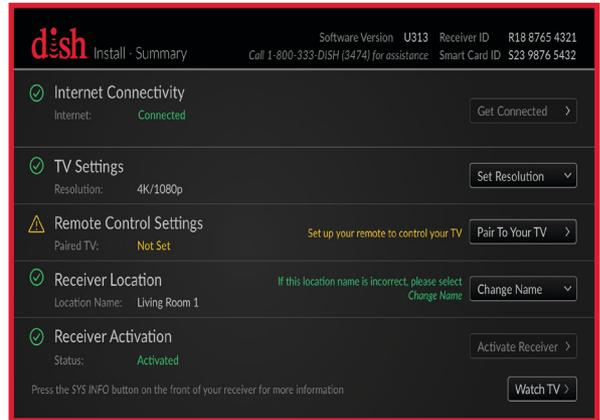
F Once activated, you will see a screen confirming that you activated your Joey successfully. The Install Wizard will then advance to the next screen automatically.

09

Download Joey Software



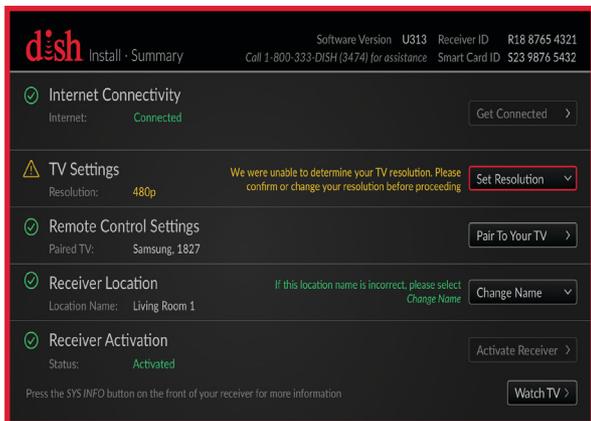
A Your Joey will start downloading software automatically. This process will take approximately 20 minutes.



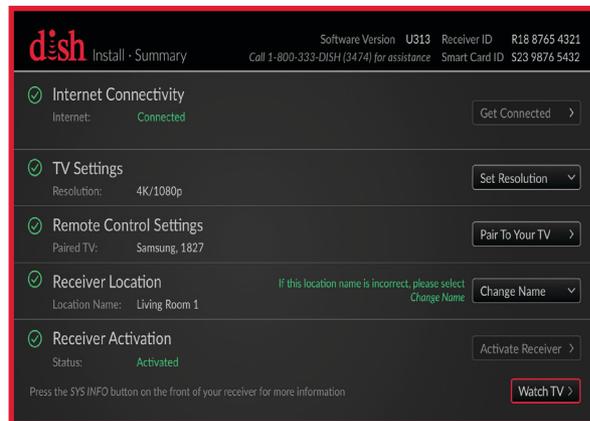
B Once your Joey completes the software download, the Install Wizard will advance to the next screen automatically.

10

Review the Summary Screen



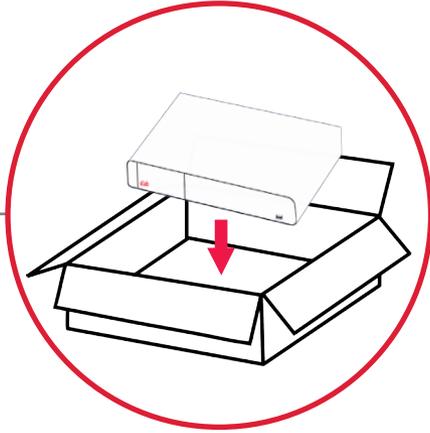
A Review the Summary screen. Any fields with green checkmarks are complete, and yellow fields are steps that need your attention. To change the information in a yellow field, highlight the dropdown tile and press SELECT. Then select an option from the dropdown menu.



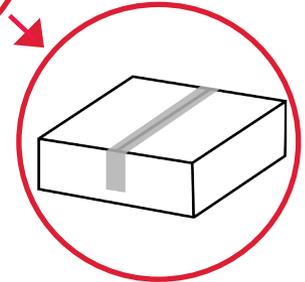
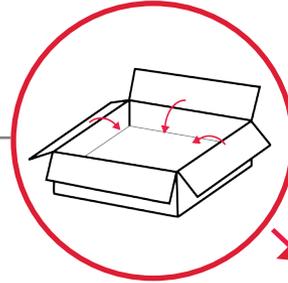
B When you have completed all of the steps on the Summary screen, select the “Watch TV” tile to start watching your favorite programming with DISH.

11

Return Your Original Receiver



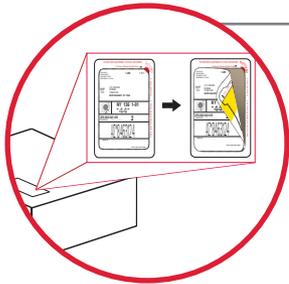
A Package your original Joey in the box that your replacement Joey came in. Using the above image as reference, place your original Joey in the box.



B Close the box by folding the flaps toward the center. Seal the box using clear packaging tape.

11

Return Your Original Receiver

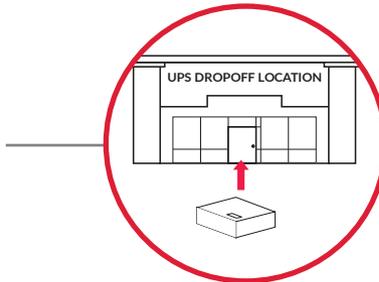


C Locate the original shipping label on the top of the box, turn the label over, and peel off the yellow return shipping label to expose the adhesive.



D Copy the RA and UPS tracking numbers for your reference, and then apply the yellow return label to the top of the box.

E Return the original receiver at the nearest UPS dropoff location.



Have questions?

Let us help!



Get product support information at mydish.com/support.



Find helpful instructional videos at youtube.com/user/dish.



Chat with a human being by visiting us at mydish.com/chat.

- OR -



Call us at 1-800-333-DISH (3474).

We want to hear from you

so that we can keep delivering what you need to enjoy your TV service.



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