

HOPPER DUO SETUP INSTRUCTIONS

HELPFUL TIPS

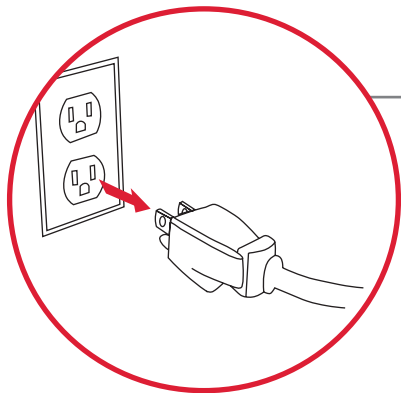
- If you are not seeing the screens listed in this guide, try changing your TV's input by pressing the "Source/Input" button on your TV.
- When you reach the activation stage of this guide, you will need either your account number or your previous receiver's ID number.
 - Account number: Located along the upper-right corner of your DISH bill or in the My Account Summary section of your mydish.com account.
 - Receiver ID: Located on 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.

Do you have questions?

Take a look at the back cover of this guide to contact DISH!

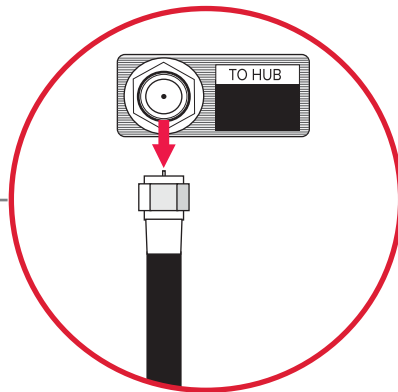
01

Disconnect Your Cables



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

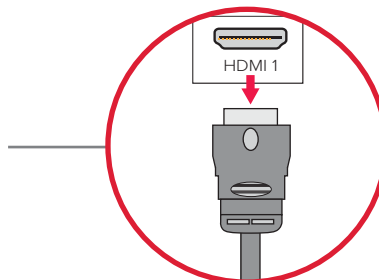
B Locate the cable connected to the “To Hub” port, and then unscrew it from the receiver. Do not unscrew it from the wall.



01

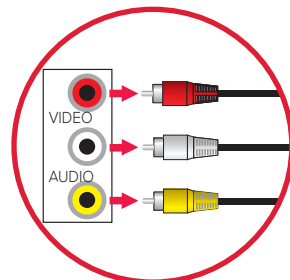
Disconnect Your Cables

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

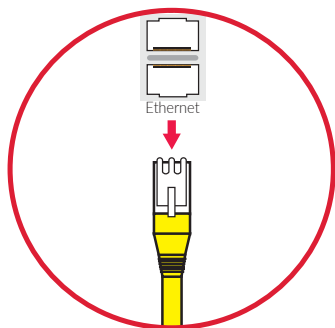


HDMI CABLE

OR



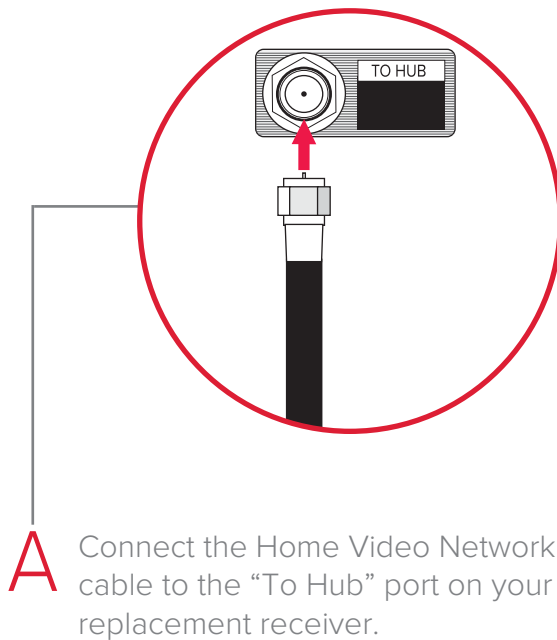
RCA CABLES



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

02

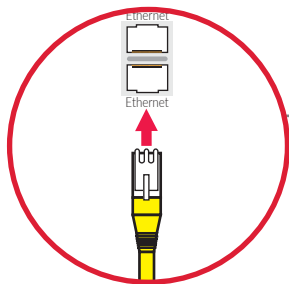
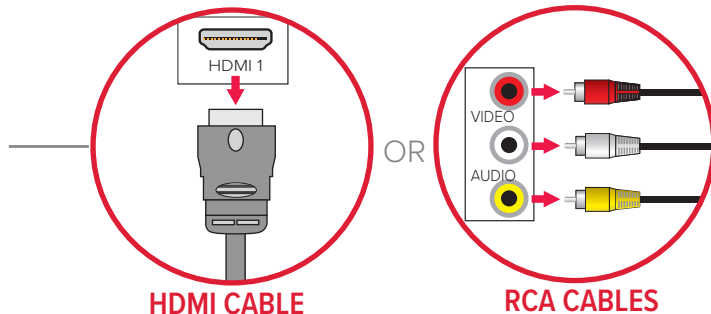
Connect Your Cables



02

Connect Your Cables

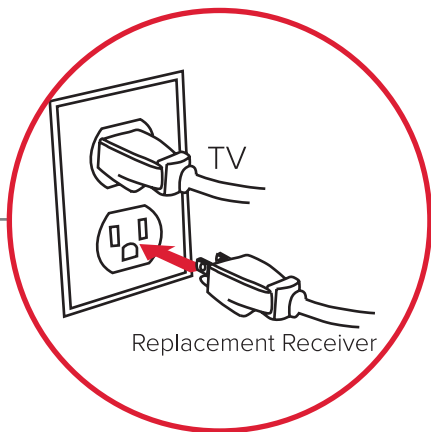
B Connect either the RCA cables or the HDMI cable to the corresponding port(s) on your replacement receiver.



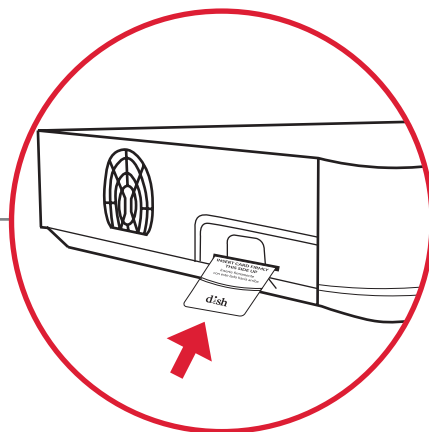
C Connect the Ethernet cable to the “Ethernet” port on your replacement receiver. **(You may not have this cable.)**

03

Power Your Equipment



A Plug the power cord from your Hopper Duo into a power outlet, 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.



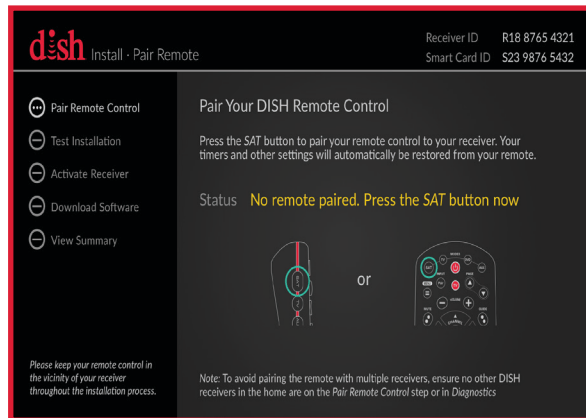
B Make sure that the SmartCard is secured firmly in the slot on the side of your Hopper Duo.

03

Power Your Equipment



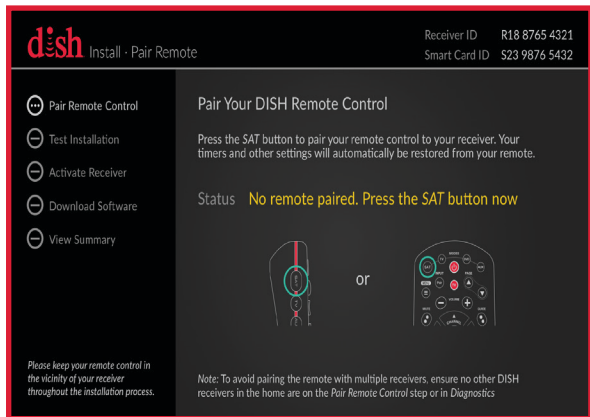
C You will see a loading screen, which could last for several minutes.



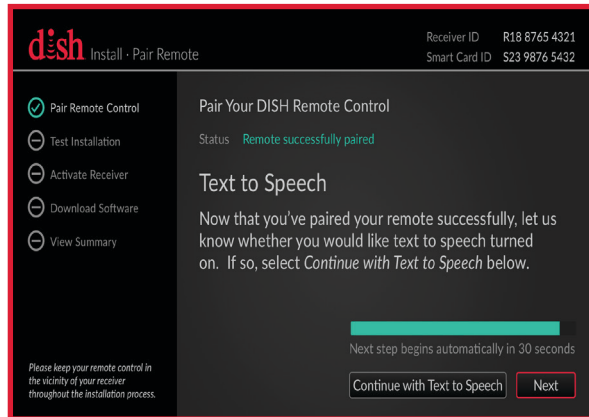
D When the Install Wizard screen appears, go to step 4.

04

Pair Your Remote to Your Hopper



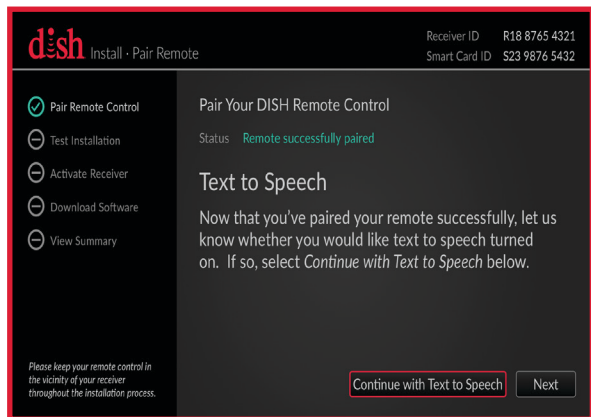
A Press the SAT button on your remote control to pair it to your Hopper Duo. All of your previous receiver's recording timers and other settings will be restored automatically.



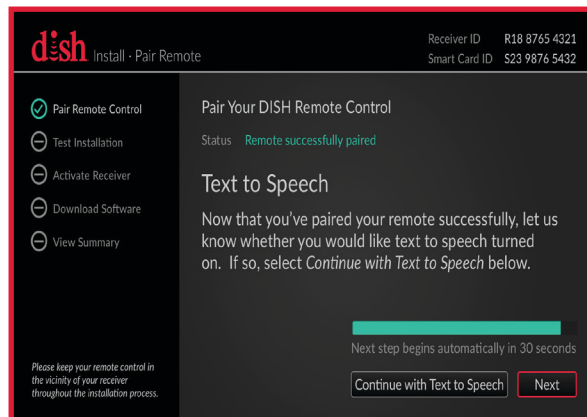
B Once your remote is paired, the Install Wizard will proceed to the next step automatically.

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.

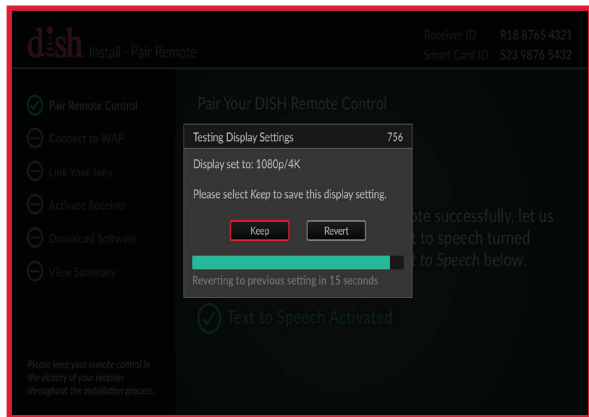


B If you do not want a digital voice to read the text onscreen, use your remote control to highlight the “Next” button. Then, press SELECT.

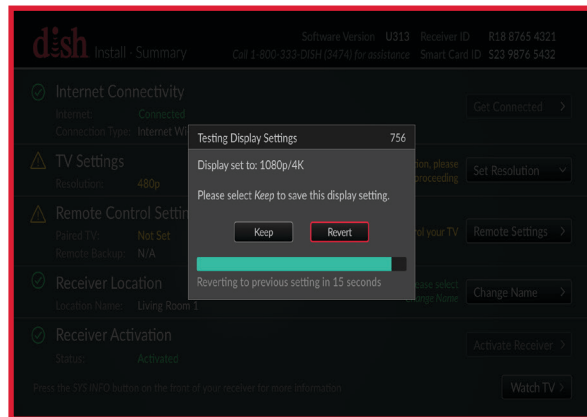
06

Set Your TV Resolution

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



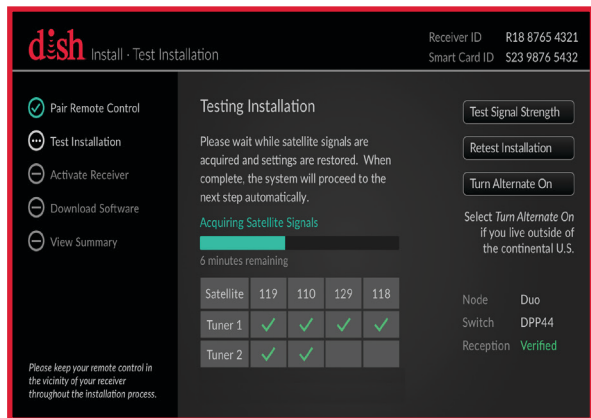
A If the image onscreen looks clear and correct, use your remote control to highlight the “Keep” button. Then, press SELECT.



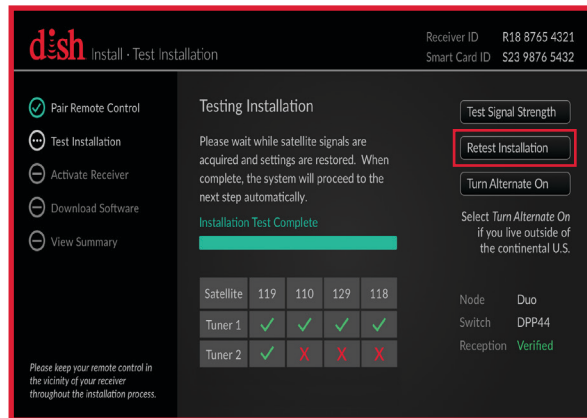
B If the image onscreen looks incorrect, use your remote to highlight the “Revert” button. Then, press SELECT.

07

Acquire Satellite Signal



A Wait while your Hopper Duo 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 Duo and the wall. Then, use your remote control to highlight "Retest Installation" and press SELECT.

08

Activate Your Hopper (Internet Connection)

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

dish 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

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.

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.

dish Install - Activate Receiver

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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.

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 Hopper (Internet Connection)

The screenshot shows the 'Install - Activate Receiver' screen. At the top, it displays the Dish logo, contact information (Call 1-800-333-DISH (3474) for assistance), and Receiver ID (R18 8765 4321) and Smart Card ID (523 9876 5432). The left sidebar contains a list of steps: Pair Remote Control, Test Installation, Activate Receiver (highlighted), Download Software, and View Summary. The main area is titled 'Activate Your Receiver' and shows 'Internet Connectivity' as 'Connected' and 'Activation Status' as 'Waiting for activation signal...'. It instructs the user to enter the zip code from their account or the receiver ID from their previous receiver. The '1. Zip Code' field contains '80220'. The '2. DISH Account Number or Previous Receiver ID' field contains 'ex. 1234567890123456' and 'R 1887654321'. Below this, it says 'Your previous receiver ID can be located on the back of your previous receiver' and shows a small image of a receiver with the ID 'R1887654321' highlighted. An 'Activate' button is at the bottom. A note at the bottom left says 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

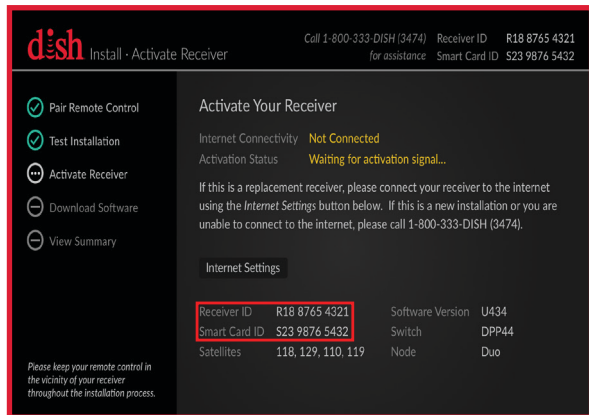
C Use your remote control to highlight the “Activate” button, and then press SELECT.

The screenshot shows the 'Install - Activate Receiver' screen after successful activation. The top information is the same. The left sidebar is the same. The main area is titled 'Activate Your Receiver' and shows 'Internet Connectivity' as 'Connected' and 'Activation Status' as 'Successfully Activated'. The 'Activate' button is no longer visible. A note at the bottom left says 'Please keep your remote control in the vicinity of your receiver throughout the installation process.'

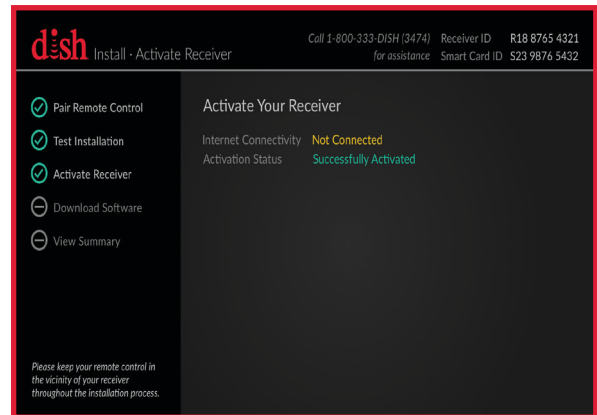
D Once activated, you will see a screen confirming that you activated your Hopper Duo successfully. The Install Wizard will then advance to the next screen automatically. Go to step 9.

08

Activate Your Hopper (No Internet Connection)



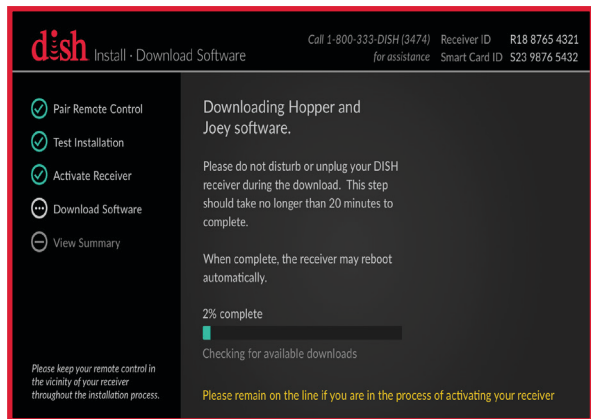
E If your Hopper Duo is not connected to the Internet, call 1-800-333-DISH (3474) to activate it with a DISH agent. You will need the Receiver ID and Smart Card ID located on the Activation screen.



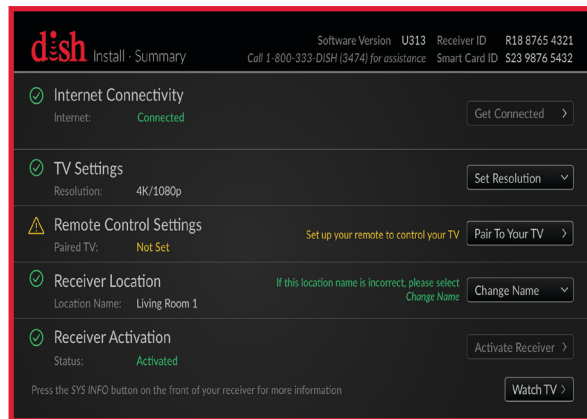
F Once activated, you will see a screen confirming that you activated your Hopper Duo successfully. The Install Wizard will then advance to the next screen automatically.

09

Download Hopper Software



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



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

10

Review the Summary Screen

The screenshot shows the 'dish Install - Summary' screen. At the top, it displays 'Software Version U313', 'Receiver ID R18 8765 4321', and 'Smart Card ID S23 9876 5432'. Below this, there are five sections: 'Internet Connectivity' (green checkmark, 'Connected'), 'TV Settings' (yellow warning icon, 'Resolution: 480p', and a message 'We were unable to determine your TV resolution. Please confirm or change your resolution before proceeding.'), 'Remote Control Settings' (green checkmark, 'Paired TV: Samsung, 1827'), 'Receiver Location' (green checkmark, 'Location Name: Living Room 1', and a message 'If this location name is incorrect, please select Change Name'), and 'Receiver Activation' (green checkmark, 'Status: Activated'). The 'Set Resolution' dropdown in the TV Settings section is highlighted with a red box. At the bottom, there is a 'Watch TV' button.

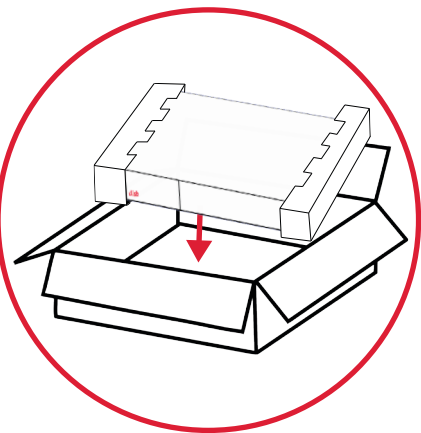
A Review the Summary screen. Any fields with green checkmarks are complete, and yellow fields are steps that need your attention. To change the information in a yellow field, highlight the dropdown tile and press SELECT. Then select an option from the dropdown menu.

The screenshot shows the 'dish Install - Summary' screen, identical to the one on the left, but with the 'TV Settings' section now showing 'Resolution: 4K/1080p'. The 'Set Resolution' dropdown in the TV Settings section is highlighted with a red box. At the bottom, there is a 'Watch TV' button.

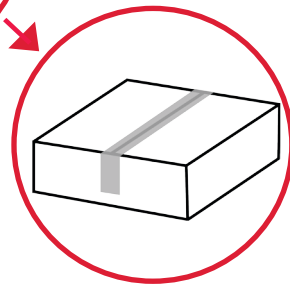
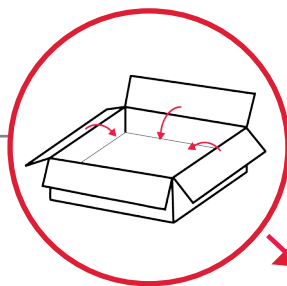
B When you have completed all of the steps on the Summary screen, select the “Watch TV” tile to start watching your favorite programming with DISH.

11

Return Your Original Receiver



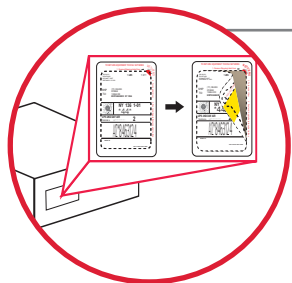
A Package your old receiver in the box that your new receiver came in. Using the above photo as reference, place the endcaps along each side of the receiver, and then place the receiver into the box.



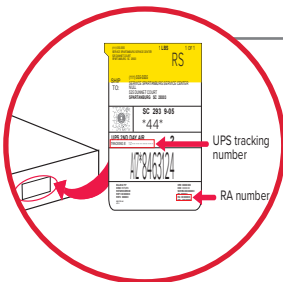
B Close the box by folding the flaps toward the center. Seal the box using clear packaging tape.

11

Return Your Original Receiver

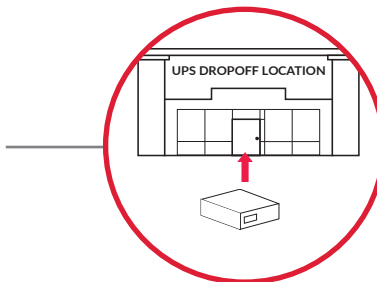


C Locate the original shipping label on the side of the box, turn the label over, and peel off the yellow return shipping label to expose the adhesive.



D Copy the RA and UPS tracking numbers for your records, and 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.



Share your thoughts at mydish.com/tunedintoyou.