

## TROUBLESHOOTING

What's Happening	What's Wrong	What You Can Do
The remote control or one or more buttons on it seems to have stopped working.	The remote control has gone to "sleep" to reduce battery drain.	Wake the remote control by pressing one or more button(s) on the remote, such as the SELECT button, while observing the mode lights for activity. If your remote is still unresponsive, take out the batteries and press any button for three seconds, then reinsert the batteries.
When you press remote buttons, devices don't do what you expect.	<ul style="list-style-type: none"> <li>The remote may not be set to the mode for the device that you want to control.</li> <li>The remote control needs to be pointed right at the TV (or auxiliary device).</li> <li>The remote control may be missing the correct batteries, the batteries may be inserted the wrong way in the back of the remote, or the batteries may be too drained.</li> <li>The remote isn't set up to control the device that you want to control.</li> <li>No function is assigned to the button you pressed in the current device mode.</li> </ul>	<ul style="list-style-type: none"> <li>Press the correct mode button to set the remote to the mode for the device you want to control: your ViP922 receiver, your TV, your disc player, or your auxiliary equipment.</li> <li>The remote control uses IR signals to control devices except the ViP922 receiver (which uses UHF-2G). IR signals travel less than 40 feet and cannot go through walls or other solid objects. You <i>must</i> point the remote directly at the front of the equipment, with no objects to block the signal path.</li> <li>If the batteries are missing, the wrong type/size or dead, then insert fresh AAA-sized alkaline batteries. If several device mode buttons (except for DVD) flash each time you press a button, then the batteries are too drained and must be replaced. If the remote has fresh AAA batteries, check the diagram inside the battery compartment to see whether you put them in the right way. If you did not, then re-insert them correctly.</li> <li>Make sure you set up the remote to control all the devices you want to use. See <i>Setting Up for Other Equipment</i> on page 2.</li> <li>In the future, you will be able to use your original equipment's remotes to teach your ViP922 remote control the button function(s) you need to control your devices.</li> </ul>
The ViP922 DVR is doing things, even though you are not pressing any remote control buttons.	UHF-2G radio signals from a nearby device or remote may be interfering with the control of your ViP922 DVR.	Check the System Info screen to see which remote(s) is (are) linked to your ViP922 DVR. You can un-link the unwanted remote controls from this screen. See <i>Avoiding RF Interference</i> on page 9 for more instructions.
Your picture is snowy (or blue or black).	You may have accidentally changed the channel or input source on your TV.	Make sure your TV (and VCR, if one is connected) is tuned to the correct channel or set to view the correct line input (or "source") for your satellite programming.

What's Happening	What's Wrong	What You Can Do
Your receiver is not responding to your linked remote control at all.	<ul style="list-style-type: none"> <li>The remote control is in the wrong mode.</li> <li>You might be using the wrong remote control (use only 30.0- or 32.0-model DISH Network remotes).</li> <li>Your batteries are depleted.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the remote control is in the correct mode. For example, if you want to control the ViP922 receiver, put the remote control in SAT mode (see <i>Remote Control Modes</i> on page 1).</li> <li>Make sure you are using the correct model of remote control.</li> <li>Change the batteries as described on page C-1.</li> </ul>
When you press the remote control MUTE or VOLUME button, nothing happens.	<ul style="list-style-type: none"> <li>The remote control mode set to control volume (TV or AUX) may not be set up correctly.</li> <li>Maybe you are trying to control TV volume, but you set up the remote to control a tuner or amplifier in AUX mode.</li> </ul>	<ul style="list-style-type: none"> <li>See <i>Setting Up for Other Equipment</i> on page 2.</li> <li>Set up the remote control to operate either the TV volume or audio receiver or amplifier volume, whichever you want. See <i>Switching Between TV and Amplifier Volume Control</i> on page 8.</li> </ul>
Your UHF-2G remote control does not work well when far away from your ViP922 DVR receiver.	You may be experiencing interference from objects or devices near your receiver's remote antenna.	<ul style="list-style-type: none"> <li>Make sure the UHF-2G remote antenna is connected to the receiver's rear panel and is not touching anything else. It should be tightened only by hand.</li> <li>Vary the tilt angle of the receiver's UHF-2G antenna. Locate the remote antenna tip away from other electronic equipment or metal surfaces, even if separated by wooden shelving.</li> <li>Move the ViP922 receiver to a different location. For best results, place the receiver as high as possible, above all other equipment in your rack or entertainment center.</li> <li>Place the UHF-2G antenna outside the rack or entertainment center and away from other equipment by using the optionally available special cable to connect it to the back of the receiver.</li> <li>Move any nearby antenna or radio equipment away from the UHF-2G remote antenna. For example do not place an over-the-air antenna, WiFi, Bluetooth, or Zigbee device on your receiver or near the remote antenna.</li> </ul>
Your INPUT/Swap PIP (Picture-In-Picture) button isn't working.	<ul style="list-style-type: none"> <li>Your receiver isn't in Solo PIP (Single User) mode, or your remote is not in SAT mode.</li> </ul>	<ul style="list-style-type: none"> <li>Select the MODE control on the front panel to switch to Solo PIP mode (the amber light indicates the mode), press SAT on the remote control and then try the INPUT/Swap PIP button again.</li> </ul>



## LIMITED WARRANTY



This *Limited Warranty* is a legal document. Keep it in a safe place. Remember to keep your *Sales Receipt* for warranty service. We will consider any items you return without a copy of the *Proof of Purchase* to be out of warranty.

This warranty extends *only* to the original user ("you," "your") of the DISH Network remote control and is *limited* to the purchase price of the remote control. EchoStar Technologies L.L.C., formerly known as EchoStar Technologies Corporation, and its affiliated companies ("we," "our," "us") warrant this remote control against defects in materials or workmanship as follows.

For one year from the original date of purchase, if we find the remote control is defective subject to the limits of this warranty, we will replace the remote at no charge for parts or labor. We warrant any such work done against defects in materials or workmanship for the remaining part of the original warranty period.

This warranty *does not cover* installation of the DISH Network System; consumer instruction; physical set up or adjustment of any consumer electronic equipment; remote control batteries; signal reception problems; loss of use of the equipment; unused programming charges due to equipment malfunction; cosmetic damage; damage due to lightning, electrical or telephone line surges, fire, flood, or other acts of Nature; accident; misuse; abuse; repair or alteration by other than our factory service; negligence; commercial or institutional use; improper or neglected maintenance; equipment sold AS IS or WITH ALL FAULTS; equipment removal or reinstallation; shipping damage if the equipment was not packed and shipped in the manner we prescribe; nor equipment purchased, serviced, or operated outside the contiguous United States of America.

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. WE SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS DEVICE, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS DEVICE. UNDER NO CIRCUMSTANCES SHALL OUR LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS DEVICE. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS DEVICE IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. WE RESERVE THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF WE DETERMINE ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS DEVICE NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE DEVICE HAS BEEN OPENED BY AN UNAUTHORIZED PERSON (with the exception of opening the battery cover).

This warranty gives you specific legal rights which may vary from state to state. Some states do not allow the exclusion or limitations of incidental or consequential damages, or allow limitations on the duration of an implied warranty, so those limitations may not apply to you.

### DISH NETWORK'S EXCHANGE PROGRAMS

DISH Network offers two options if you need to replace your remote control; the Advanced Exchange Program and the Post Receipt Exchange Program.

### **Advance Exchange Program**

The Advanced Exchange Program allows you to have a replacement remote shipped immediately to you. Depending upon where you live, the remote should arrive within 3 to 5 business days. You will not have to return your defective remote to DISH Network using this program.

A shipping charge will be applied for shipping the replacement remote. This is a one-time fee based on DISH Network's competitive bulk shipping rates (additional charges may apply outside the continental U.S.). This fee will be charged to your billing account or valid credit card.

### **Post Receipt Exchange Program**

The Post Receipt Exchange Program does require that you send DISH Network the defective remote control at your cost to determine if the equipment is covered under warranty. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

If your equipment is not covered under warranty and can be repaired, your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which DISH Network in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

### **ACCESSORY WARRANTY**

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, Smart Card, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

## IF YOU NEED HELP

1. Review this *User Guide*.
2. See *Troubleshooting* on page 13.
3. Go to the [www.dishnetwork.com](http://www.dishnetwork.com) website and select the link for Support.
4. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and your customer account number ready.
  - a. If the representative finds you should return the remote control, you'll get a telephone number to call for a Return Authorization (RA) number. *Before shipping* any equipment to us, you *must* get a Return Authorization number.
  - b. You *must* package returned equipment the right way. Follow the instructions the representative gives you.
  - c. Write the RA number in large, clearly visible characters on the *outside* of the shipping box used to return the equipment.  
*To avoid confusion and misunderstandings, we will return shipments without an RA number clearly visible on the outside of the box to you at your cost.*
  - d. We will:
    - Check the remote control, including whether it is covered under the warranty.
    - Replace any remote we find is defective with a new or refurbished remote, if the defective remote is covered under the warranty. We will ship the replacement remote at our expense.
    - If a defective remote is not covered under the warranty, we will tell you. We may assess you a flat rate charge for a replacement remote, including shipping and insurance.



## REGULATORY FACTORS

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this device may void your authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement