

# Wireless Joey and Wireless Joey Access Point

## GETTING STARTED GUIDE



**WIRELESS**  
**Joey**  
ACCESS POINT

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**Joey**  
ACCESS POINT

## Warning and Attention Symbols

You must be aware of safety when you install and use this system. This *Wireless Joey and Wireless Joey Access Point Getting Started Guide* provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



The Class II equipment symbol means the equipment has additional insulation and does not need to be grounded.

## For Your Safety



Warning: Do not try to open the case of the Wireless Joey™ receiver. There is risk of electrical shock, which may cause damage to the Wireless Joey and/or personal injury or death to you. There are no user-serviceable parts inside the Wireless Joey receiver. Opening the receiver's case or making unauthorized changes will void the warranty.



Warning: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

## Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

## **Equipment and Software Covered by this Getting Started Guide**

This *Wireless Joey and Wireless Joey Access Point Getting Started Guide* covers the Wireless Joey™ receiver and the Wireless Joey Access Point™ and software models Wireless Joey. This *Wireless Joey and Wireless Joey Access Point Getting Started Guide* may cover other devices not listed here.

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# Important Safety Instructions

- 1** Read these instructions.
- 2** Keep these instructions.
- 3** Heed all warnings.
- 4** Follow all instructions.
- 5** Do not use the apparatus near water.
- 6** Clean only with a dry cloth.
- 7** Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8** Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9** Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10** Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11** Only use attachments/accessories specified by the manufacturer.
- 12** Unplug the apparatus during lightning storms or when unused for long periods of time.
- 13** Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into it, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 14** The power plug must be readily accessible so that the apparatus can be easily disconnected from the AC power.
- 15** The Wireless Joey receiver is still connected to the AC power whenever it is plugged into a live power outlet, even if it is turned off using the remote control or front panel buttons.
- 16** No flame sources, such as lit candles, should be placed on the equipment.

# Important Safety Instructions, continued

- 17** The apparatus shall not be exposed to dripping or splashing, and no objects filled with liquids, such as vases, shall be placed on the top of it.
- 18** Use only the power supply provided with the receiver. Unplug the receiver's power cord by gripping the power plug, not the cord.
- 19** Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- 20** Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- 21** Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- 22** Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage and will void the Limited Warranty. Refer all servicing to authorized service personnel.
- 23** Unplug the receiver from the AC power outlet before cleaning.
- 24** Do not place the receiver in an enclosure such as a cabinet without proper ventilation.
- 25** Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- 26** Use an outlet that contains surge suppression or ground fault protection. During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. These actions provide additional protection against damage caused by lightning or power line surges.
- 27** Tighten all of the coaxial cable connections only by hand. If you use a wrench, you may overtighten the connections and damage your equipment.

# Important Safety Instructions, continued

## Proper Care of Your Equipment

- Always handle the receiver carefully. Excessive shock and vibration can damage it.
- If the equipment is turned on and needs to be moved, unplug the equipment and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

# Wireless Joey and Wireless Joey Access Point

Enjoy your programming cable free with the Wireless Joey™ receiver providing all your favorite programming in places that usually do not have cabling, such as on the patio or in the garage or the basement. Watch and record high-definition (HD) and standard-definition (SD) programming, while having the next-generation of TV content delivered using WiFi signals from your Hopper® or a Hopper® with Sling receiver and taking advantage of PrimeTime AnyTime™, AutoHop, apps, and Remote Locate. Simply connect the Wireless Joey Access Point™ to your Hopper receiver, using the provided Ethernet cable. Like a Joey® receiver, the Wireless Joey receiver can display live or recorded content from the DVR or IP-delivered content.

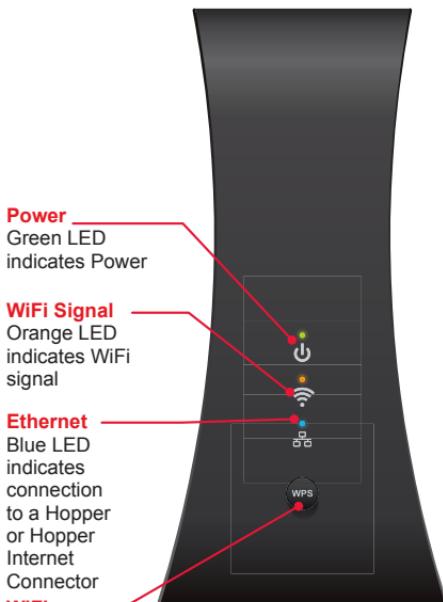
The remote uses radio frequency (RF) signals to control the Wireless Joey receiver and IR signals to control any other equipment you have programmed. RF signals travel relatively long distances and can go through walls and other solid objects. IR signals, used in TV, DVD, and AUX device modes, travel up to 40 feet in a straight line-of-sight and cannot go through walls or other solid objects. Point the remote directly at the equipment you want to control without any objects blocking the signal path.

**Note:** The term “Hopper” in this document represents both the original Hopper® receiver and the Hopper® with Sling receiver.

# Wireless Joey Access Point

The front and back panels of the Wireless Joey Access Point are provided below.

## Front Panel Controls



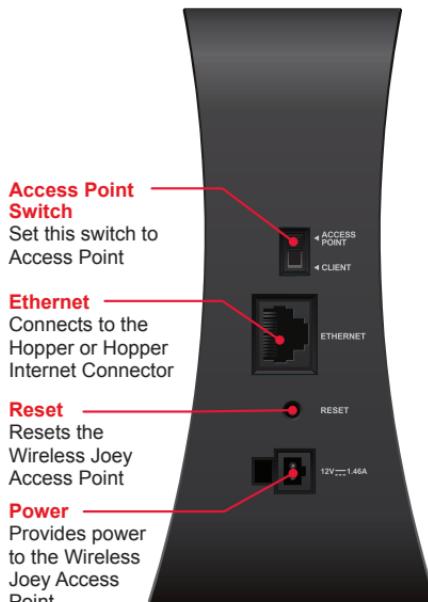
**Power**  
Green LED indicates Power

**WiFi Signal**  
Orange LED indicates WiFi signal

**Ethernet**  
Blue LED indicates connection to a Hopper or Hopper Internet Connector

**WiFi Protected Setup (WPS)**  
Puts the Wireless Joey Access Point into WPS mode, allowing connection to the Wireless Joey receiver

## Rear Panel Connections



# Wireless Joey Receiver

The front and back panels of the Wireless Joey receiver are provided below.

## Front Panel Controls

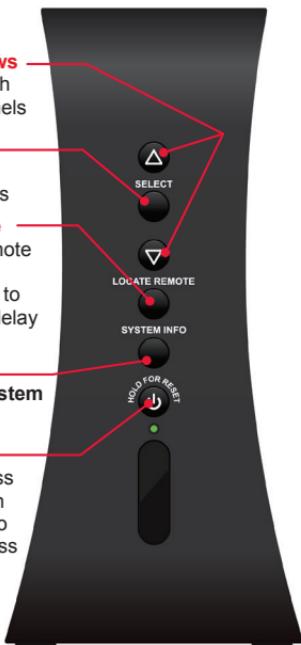
**Up/Down Arrows**  
Navigate through menus or channels

**Select**  
Select menu items and events

**Locate Remote**  
Triggers the remote to emit tones, making it easier to find (may be a delay in tones)

**System Info**  
Displays the **System Info** screen

**Power**  
Turn the Wireless Joey receiver on and off or hold to reset the Wireless Joey



## Rear Panel Connections

**Ethernet**  
Not used at this time

**USB Port**  
Connects to multimedia devices

**Audio/Video Output**  
High-quality standard-definition connection to the TV audio and video input

**Digital Audio**  
Optical connection to a high-quality digital sound decoding system

**HDMI® Output**  
Provides high-definition digital audio and video to the TV

**Power**  
Provides power to the Wireless Joey receiver



# Inserting the Batteries

1



Pull the remote battery cover off.

2



Insert 4 AAA batteries of the same type and kind, making sure to match the plus (+) ends with the plus markings on the battery case.

3



Replace the remote battery cover.

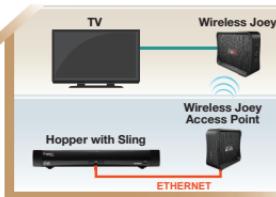
# Connecting the Devices

The Wireless Joey receiver uses WiFi to connect to a Wireless Joey Access Point, which uses Ethernet to connect to your Hopper receiver, making it possible to share live and recorded content.

1



2



3



4



Taking the Wireless Joey receiver out of its box, find the receiver CAID number (RXX XXXX XXXX-XX) and smart card number (SXX XXXX XXXX-XX) on the plastic bag's label. Write these numbers on the back page of this document. Call DISH Customer Care at 1-800-333-DISH (3474) to authorize your Wireless Joey receiver; you need these numbers for authorization.

**Note:** If installing more than one Wireless Joey receiver, authorize all receivers at the same time; however, install them one at a time.

Decide where to place your Wireless Joey Access Point in your house. The Wireless Joey Access Point needs to connect to your Hopper receiver and needs to be a minimum of 6 feet away from other Wireless Joey Access Points, Wireless Joeys, wireless router(s), etc.

Verify that your Hopper receiver is receiving video.

From the back panel of the Wireless Joey Access Point, verify that the switch is set to Access Point.

*Continued on the next page*

# Connecting the Devices, continued

5



Using the Ethernet cable that came with the Wireless Joey Access Point, connect the cable to the **ETHERNET** port of the Wireless Joey Access Point's back panel. Connect the other end of the cable to the **ETHERNET** port of a Hopper receiver.

6



Plug the Wireless Joey Access Point into a power outlet. The blue Ethernet LED lights solid. The green power LED light blinks, indicating that it is taking a software download. Do not disconnect the Wireless Joey Access Point from power or Ethernet while it is taking a software download. The green power LED light goes solid when the download is finished.

7



On your Hopper receiver and using your remote, press **MENU**, select the **Settings** tile, select the **Network Setup** tile, and then select the **Wireless Joey Access Point** tile. The Wireless Joey Access Point appears as a detected device.

*Continued on the next page*

# Connecting the Devices, continued

8



Connect video cable(s) to the appropriate connection on the back of the Wireless Joey receiver. This receiver supports HDMI technology or RCA-type connections.

9



Connect the other end of the cable to the appropriate input of your TV or monitor. Plug the Wireless Joey receiver and TV into a power outlet. Turn on the TV.



**Note:** In most cases, connecting the HDMI cable provides plug-and-play control of the TV's display resolution and other settings. However, your TV may require selecting a different format to display from the Wireless Joey receiver during setup.



Do not cover the vents on the Wireless Joey receiver. Covering the vents on the Wireless Joey receiver can cause heat build-up, which voids the Limited Warranty.

*Continued on the next page*

# Connecting the Devices, continued

10



If necessary, change your TV to the correct input or source using the remote that came with the TV. Consult your TV user's guide for assistance.



If your TV is on the correct input or source and the Wireless Joey receiver has power, the Wireless Joey **Starting Up** screen appears.

11



Wait for the Receiver Setup Wizard to load. Press **SELECT** on the front panel of the Wireless Joey receiver to begin the Receiver Setup Wizard and to put the Wireless Joey into WPS (WiFi Protected Setup) mode.



**Note:** Put only one Wireless Joey receiver into WPS mode at a time.

*Continued on the next page*

# Connecting the Devices, continued



12



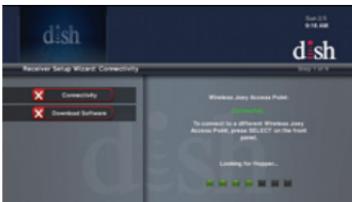
Returning to the Wireless Joey Access Point, press the WPS button on the front panel to wirelessly connect the Wireless Joey receiver to the Wireless Joey Access Point. Confirm that the orange WiFi LED on the front panel of the Wireless Joey Access Point lights and then continually blinks. If the orange WiFi LED light blinks twice and stops, the Wireless Joey Access Point has detected a WPS conflict. Wait two minutes and try again.

**Note:** WPS mode times out after two minutes.

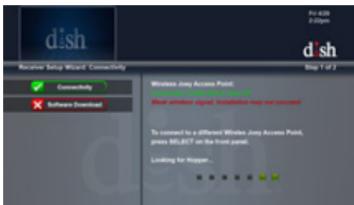
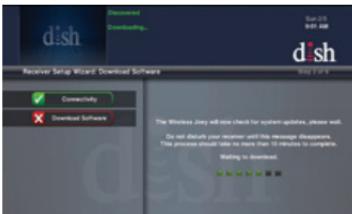
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# Connecting the Devices, continued

13



After the Wireless Joey receiver connects to the Wireless Joey Access Point, it takes a software download.



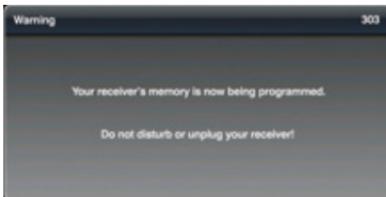
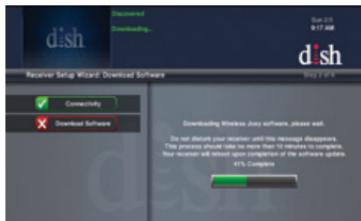
**Note:** If you receive a message while the Wireless Joey is taking a software download that the WiFi signal is weak, ignore this message as long as the download is progressing as indicated on the status bar. If the download is not progressing, then it may be necessary to try moving the Wireless Joey receiver and the Wireless Joey Access Point closer together. After repositioning, put both devices into WPS mode to see if they connect and if the WiFi signal is stronger. See the *Troubleshooting* section if this issue persists.

*Continued on the next page*

# Connecting the Devices, continued



A reboot occurs after the download completes.



A popup explaining that your Wireless Joey receiver's memory is being programmed appears. This process can take several minutes.

*Continued on the next page*

# Connecting the Devices, continued



The Wireless Joey **Starting Up** screen appears.



After a few minutes, the **Receiver Setup Wizard** screen appears, and the system checks for software updates.

**14**



Press PAIR or SAT on your Wireless Joey remote. The remote beeps when it pairs to the Wireless Joey receiver. A popup appears while the remote is pairing. Once it is paired, select **Next**.

*Continued on the next page*

# Connecting the Devices, continued

15



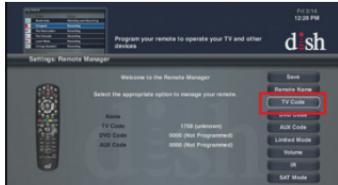
Select a **Location Name** for the Wireless Joey receiver, and select **Next**.

16



If your connection is recognized, the video resolution is correctly selected; select **TV Code** to program your DISH remote to control your TV. If you need to change the format of the HDTV setup, select the video resolution for your HDTV under **TV Type** and then select **TV Code**.

17



Select **TV Code** on the **Remote Manager** settings screen.

18

Lookup Code

Select the **Lookup Code** option.

*Continued on the next page*

# Connecting the Devices, continued

19



Select the brand of the TV, and select **Next**.

20



Yes

Try the VOLUME, MUTE, and TV POWER buttons. If the buttons work as expected, select **Yes**. If the buttons did not work as expected, select **No**. The Receiver Setup Wizard selects another remote code. Repeat this step until the buttons work as expected.

21

Save

Select **Save**.

22

Next

Select **Next**.

23

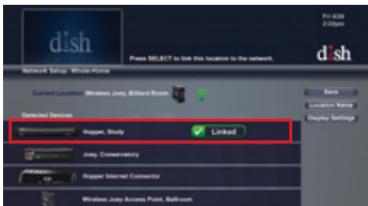


Select **Yes** to save the settings.

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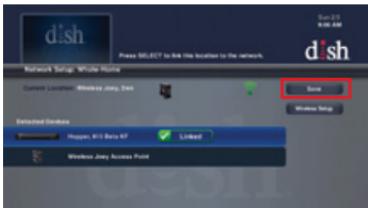
# Connecting the Devices, continued

24



If you have one Hopper in your system, the **Whole-Home Setup** screen displays, showing the Wireless Joey linked to the Hopper receiver. If you have multiple Hopper receivers, link to the Hopper from which you want to receive live video by highlighting it and pressing SELECT on the remote.

25



Select **Save**. This step takes several minutes to complete.

26



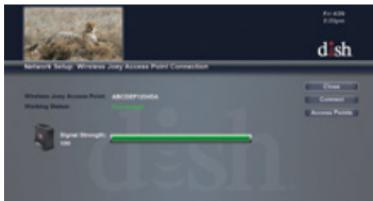
If you have another Wireless Joey receiver to install, return to step 8.

Otherwise, select **Settings** to display the **Settings Menu**, and continue to step 27.

*Continued on the next page*

# Connecting the Devices, continued

27



Verify that the signal strength between the Wireless Joey Access Point and the Wireless Joey is good. From the Wireless Joey receiver, select the **Network Setup** tile (press MENU and select the **Settings** tile), and select the **Wireless Joey Access Point** tile to confirm connection and view the signal strength. Green indicates good signal strength; see the *Troubleshooting* section for additional information.

28



Enable bridging on each Hopper by pressing MENU on the remote and selecting the **Settings** tile, the **Network Setup** tile, and the **Broadband** tile. Select the **Network Details** button. Select the **Bridging** button. Select **Enable** under the Bridging menu, and select **Save**.

**Note:** Bridging allows all devices on the Whole-Home DVR network to access Internet-based applications, and in the case of multiple Hoppers, enables the Wireless Joey receiver to link to the Hopper not attached to the Wireless Joey Access Point.

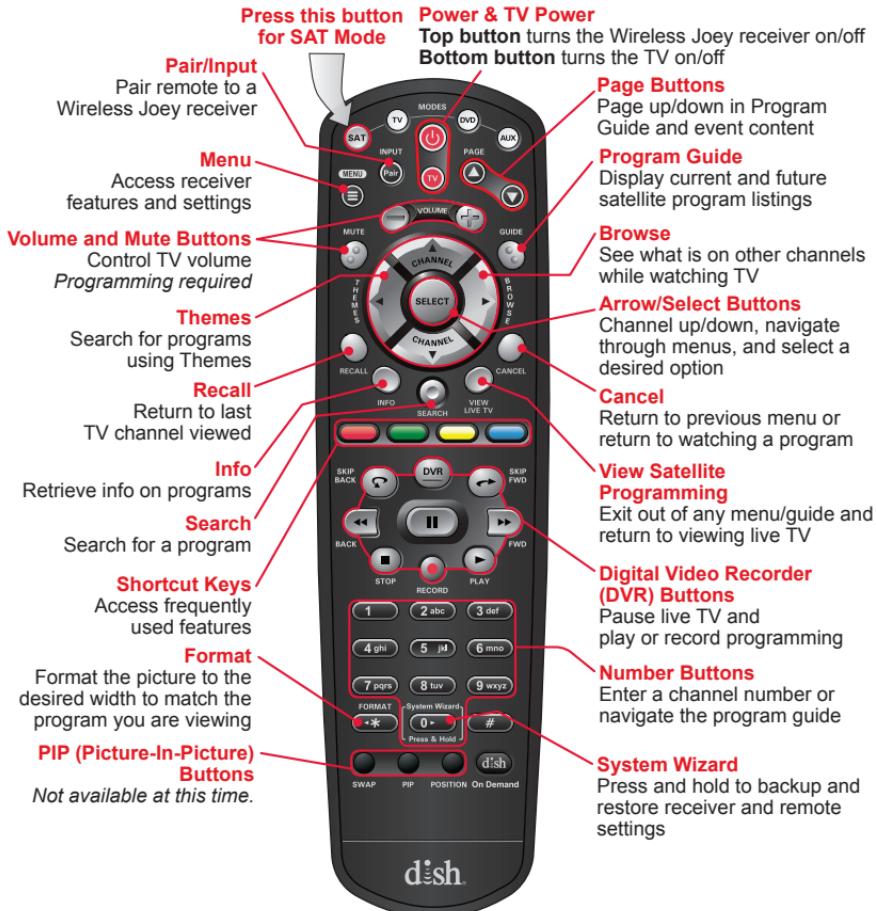
Each Whole-Home DVR network should have one network connection to the home router.

# SAT Mode



To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button. Use SAT Mode to control the Wireless Joey receiver.

**Note:** Some features may not be available.

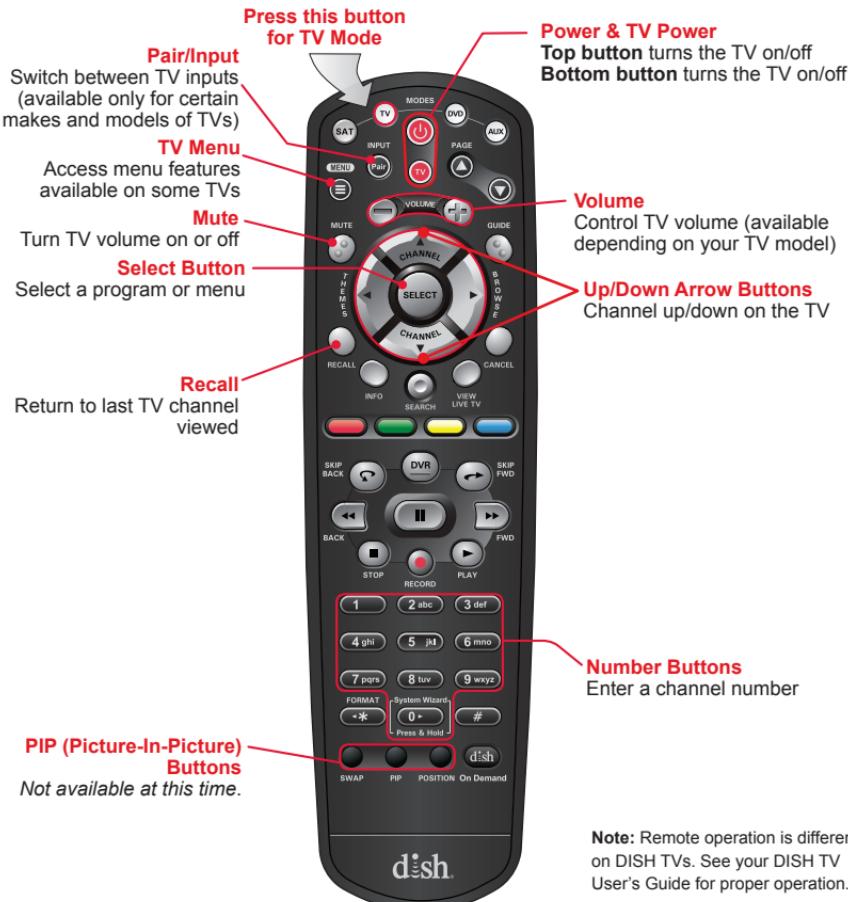


# TV Mode

TV

To use the features described in this section, make sure you are in TV mode by pressing the TV Mode button. Remote programming is required.

**Note:** Some features may not be available depending on your model.



**Note:** Remote operation is different on DISH TVs. See your DISH TV User's Guide for proper operation.

# DVD Mode



To use the features described in this section, make sure you are in DVD mode by pressing the DVD Mode button. In addition to operating a DVD player, you can also use this mode to operate a VCR or Blu-ray Disc™ (BD) player. Remote programming is required. **Note:** Some features may not be available depending on your device model.

**Power & TV Power**  
Top button turns the DVD/VCR/BD on/off  
Bottom button turns the TV on/off

Press this button  
for DVD Mode



**Back**  
Rewind a videotape  
or reverse a DVD/BD

**Stop**  
Stop playing a DVD/BD,  
stop playing or  
recording a videotape

**Record**  
Record on a videotape

**View Satellite Programming**  
Exit out of any menu/guide and  
return to viewing live TV

**Pause**  
Pause a videotape or  
DVD

**FWD**  
Forward a  
videotape or DVD/BD

**Play**  
Play a videotape or  
DVD/BD

**Number Buttons**  
Use to get to specific chapters  
on the DVD; the function  
of remote number buttons  
depends on the device

# DVR Functions

DVR



- Displays a list of recorded programs.



PLAY

- Plays a live or recorded program.



- Pauses a live or recorded program.



STOP

- Stops recording a program or playing a recorded program.



RECORD

- Records a program.



BACK

- Press BACK once to reverse the program four times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you have gone. For a live program, you can only reverse back to the last channel change or back one hour, whichever occurs last.

SKIP  
BACK



- Press SKIP BACK to skip back about 10 seconds in a program.

# DVR Functions, continued



- Press FWD (Forward) once to fast-forward through the program four times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you have gone. Of course, you cannot forward into the part of a live program that has not been broadcast yet.



- Press SKIP FWD to skip ahead about 30 seconds in the program.



- Press PAUSE and then press BACK to reverse the program in slow motion at 1/4 the speed of normal play. Press BACK again to reverse at normal speed.



- Press PAUSE and then press FWD to forward the program in slow motion at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program. Of course, you cannot forward a live program that has not been broadcast yet.

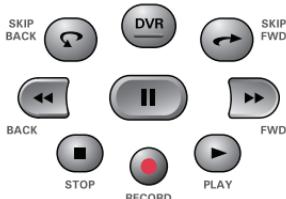
# Using Remote Button Shortcuts

In addition to their normal functions, some buttons on your remote control have special shortcut functions. These shortcuts are enabled while navigating the on-screen Electronic Program Guide (EPG) or viewing the scrollable list of events.

## DVR Buttons

The following table lists some of these shortcuts for the gray set of buttons that normally control your DVR functions.

**Note:** Scheduled updates to your receiver software may add to or modify these shortcuts. In the Guide Display, it is not possible to move to programs that have already occurred.



Buttons	In Guide Display	Scroll in Lists
	Move 3 hours ahead	By 1 screen downward
	Move 3 hours back	By 1 screen upward
	24 hours ahead	To end of list
	24 hours back	To beginning of list

# Using Remote Button Shortcuts, continued

## Colored Buttons

The following table lists some of the shortcuts for the colored set of buttons on your remote control.

**Note:** Scheduled updates to your receiver software may add to or modify these shortcuts.

Buttons	From Live TV	Elsewhere
	Access <b>TV Activity</b> screen	Jumps to menu bar and displays the red button menu option.
	Not an active feature	Jumps to menu bar and displays the green button menu option.
	Access <b>Settings</b> screen	Jumps to menu bar and displays the yellow button menu option.
	Access apps	Jumps to menu bar and displays the blue button menu option.  From the EPG, expands or collapses select channel ranges.

# Programming Remote to Control Another Device

You can program your DISH remote to control another device, such as a TV, DVD, Blu-ray Disc™ player, VCR, audio receiver, or amplifier. The receiver scans the database of codes for the particular device and tries each code. When you find one that works, you save that code.

Typically, the TV mode button is programmed to a TV; the DVD mode button is programmed to a DVD, Blu-ray Disc™ player, or VCR; and the AUX button to a DVD, Blu-ray Disc™ player, VCR, audio receiver, or amplifier. However, each of the Mode buttons are programmable to whatever device you select.

1



Turn the device and receiver on.

2



Press MENU and select **Settings**. From the **Settings** screen, select **Remote Manager**.

3



Select the **TV Code**, **DVD Code**, or **AUX Code** option on the **Remote Manager** screen. If programming in TV or DVD Code, continue to step 4. If programming in AUX Code, continue with this step.

**For programming in AUX Code only:**  
Scroll the **Aux Device** list to select and highlight your device type. Select **Next**.

4

Lookup Code

Select the **Lookup Code** option.

*Continued on the next page*

# Programming Remote to Control Another Device, continued

5



Scroll the **Sort By** (or **Aux Device**) list to position the selected option within the blue highlight bar.

6



Highlight the device's name in the **Brand** list and select **Next**.

7



Press the Mode button for the device you are setting up. Release.

Press POWER to turn off your device. If the device turns off, continue with step 10.

8

No

If it does not turn off, press and release SAT SAT to switch modes. Select **No** and return to step 6 for the next code.

*Continued on the next page*

# Programming Remote to Control Another Device, continued

9



Using the remote, turn the device on and try some other remote buttons to make sure they work. When finished, press and release SAT  to switch modes.

Yes

OR

No

If the code worked for other buttons, select **Yes** and continue to step 10. If the code did not work, select **No** and return to step 6 for the next code for the brand of your device.

10



Save

On the **Remote Manager** screen, confirm that the device's brand name is in parentheses after a four-digit code. Select **Save**.

# Setting Parental Controls

To place parental controls on the programming coming to the TV connected to this Wireless Joey receiver, you can either copy the settings from the Hopper receiver, or you can set different parental controls for your Wireless Joey receiver. To copy the parental controls that have been set for the Hopper receiver, go to your Hopper receiver, press MENU, select **Settings**, select **Parental Controls**, and select **Copy Settings**. Select your Wireless Joey receiver to have the same settings as the Hopper receiver.

To set parental controls on the Wireless Joey receiver, follow the procedure provided below.

1



Press MENU.

2



Select the **Settings** tile.

3



Select the **Parental Controls** tile.

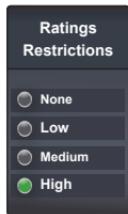


The **Parental Controls** screen appears.

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# Setting Parental Controls, continued

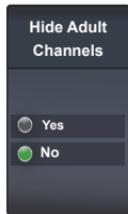
4



Select one of the following from **Ratings Restrictions**:

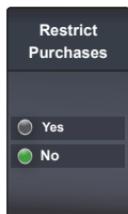
- None
- Low
- Medium
- High

5



Select **Yes** to hide adult channels or leave **No** selected.

6



Select **Yes** to restrict purchases or leave **No** selected.

7

Restrict Apps

Unrestrict Apps

Select **Restrict Apps** to restrict applications or **Unrestrict Apps** to leave apps open.

8

Save

Select **Save**. Confirm Password.

# Sharing Content

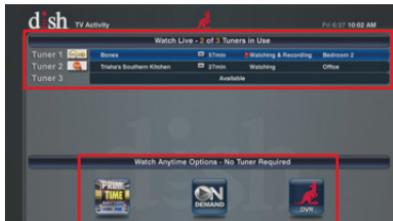
If all tuners are in use, you may either join one of the events or watch a program found under **PrimeTime Anytime™, On Demand**, or recorded on the DVR.

1



Press the red button to display the **TV Activity** screen. You may join a program that is being displayed on another TV on your home network or watch **PrimeTime Anytime, On Demand**, or a program recorded on the DVR. If the event is grayed out, you are unable to join it.

2



Under **Watch Live**, highlight a program and press **SELECT** for viewing options. Under **Watch Anytime Options**, select a tile by using the Arrow keys on the remote to highlight your option and pressing **SELECT**.

# Restoring Settings

If you replace your receiver or remote, you can easily restore your settings.

1



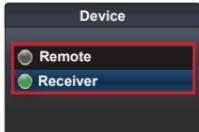
Press and hold SYSTEM WIZARD on your remote.

2

**Restore**

Select **Restore** to restore the settings.

3



Select either Receiver or Remote, depending on which device you would like to restore settings.

4

**Restore**

Select Restore. Repeat steps 2-4 to restore the settings for the other device.

5



Press VIEW LIVE TV to return to your DISH programming.

# Locating the Remote

When you are looking for the remote, try the LOCATE REMOTE feature on the front panel of the Wireless Joey receiver.

1



Press LOCATE REMOTE on the front panel of the Wireless Joey receiver.

2



If the missing remote control is paired to this Wireless Joey receiver and within radio frequency (RF) range, there should be a series of tones you hear to help find the location of the remote. It may take up to 30 seconds after touching LOCATE REMOTE before you hear the tones. Press any button on the remote to turn off the Locate tones after finding the remote.

If you do not hear any tones after pressing LOCATE REMOTE, press the SYSTEM INFO button on the front panel. The **System Info** screen lists the paired remote(s). If the remote control you want to find is not listed or it is not paired to the Wireless Joey receiver, using LOCATE REMOTE is not an option.

If the remote control you want to find is out of RF range, LOCATE REMOTE is not an option.

# Troubleshooting

Use this information if you have a problem using the Wireless Joey receiver. To solve a particular problem, do the following:

- In the following section, find the information that relates to the problem you are experiencing. Try the suggested solution for that problem.
- Make sure your remote control has fresh batteries. If you see the **Remote Battery Low** warning on your TV screen, change the batteries.
- Visit [mydish.com/support](http://mydish.com/support).

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## **The Wireless Joey Access Point does not turn on.**

**What to do:** If the green power LED on the Wireless Joey Access Point does not light after applying power, verify that

- the power connector is properly inserted into the Wireless Joey Access Point.
- the power cord hasn't been damaged or pinched.
- there is power to the outlet.

## **I am unable to WPS connect the Wireless Joey receiver and Wireless Joey Access Point.**

**What to do:** If the Wireless Joey receiver does not find the Wireless Joey Access Point while both are in WPS mode, verify that the Wireless Joey Access Point is in Access Point mode (see step 4 on page 5). Put both devices into WPS mode and try again. Confirm that the orange WiFi LED on the front panel of the Wireless Joey Access Point lights and then continually blinks. If the orange WiFi LED light blinks twice and stops, the Wireless Joey Access Point has detected a WPS conflict. Wait two minutes and try again.

If the two devices still do not connect to each other, they could be out of range. If possible, try moving the two devices closer together. After repositioning the devices, put both devices into WPS mode to see if they connect.

# Troubleshooting, continued

**The Wireless Joey receiver and Wireless Joey Access Point connect, but the signal strength is poor (red) and moving them closer together is not possible.**

**What to do:** If you are able to get the two devices to connect but the signal strength is poor as indicated from the **Wireless Joey Access Point** tile (from the Wireless Joey receiver's remote, press MENU, select the **Settings** tile, select the **Network Setup** tile, select the **Wireless Joey Access Point** tile), you may want to consider having a Hopper Internet Connector installed. The Hopper Internet Connector connects to the Hopper through MoCA and then uses the Ethernet cable to connect to the Wireless Joey Access Point. The Hopper Internet Connector provides an opportunity to position the Wireless Joey Access Point closer to the Wireless Joey receiver while remaining connected to the Hopper receiver. Contact DISH at [mydish.com/chat](http://mydish.com/chat) or at 1-800-333-DISH (3474) if interested in this option.

Signal Strength Indicators:

- Green indicates good signal strength
- Yellow indicates marginal signal strength
- Red indicates poor signal strength
- Gray indicates the two devices have been disconnected

**I am unable to link the Wireless Joey receiver to the Hopper receiver.**

**What to do:** Press MENU on the remote to display the **Main Menu** screen. Select the **Network Setup** tile, select the **Whole Home** tile, highlight the Hopper receiver, and press SELECT on the remote. The Hopper receiver should link to the Wireless Joey receiver. If it does not, then power cycle the Hopper and/or Wireless Joey receivers (unplug the Hopper and the Wireless Joey(s), wait 10 seconds, power on the devices). Return to the **Whole-Home Setup** screen and verify that they are linked.

# Troubleshooting, continued

## **The Wireless Joey receiver is showing video issues.**

**What to do:** If video is not streaming to the Wireless Joey, check the Wireless Joey Access Point's connection to the Hopper receiver. Check all the cable connections from the reflector to the Hopper receiver to the Wireless Joey Access Point, ensuring they are secure.

If there are audio/video issues, then there may be some interference from other electronic devices that are in close proximity, such as wireless routers, wireless phones, wireless headsets, wireless speakers, or even a neighbor's wireless network and/or devices. It may be possible to avoid or reduce the interference by repositioning the Wireless Joey Access Point and the Wireless Joey. If this occurs, where possible eliminate sources of interference or try moving the Wireless Joey Access Point and the Wireless Joey receiver closer together to improve signal conditions. To check signal strength, using the Wireless Joey receiver's remote press MENU, select the **Settings** tile, select the **Network Setup** tile, and select the **Wireless Joey Access Point** tile. Green indicates good signal strength.

It is possible to lose connection between the Wireless Joey receiver and the Wireless Joey Access Point and have the signal indicator showing good signal strength. Press MENU on the remote, select the **Settings** tile, select the **Network Settings** tile, and select the **Whole Home** tile to verify that the Wireless Joey receiver is linked to the Hopper. If it is not linked, highlight the Hopper and press SELECT to link them. If the signal indicator is showing full signal strength and video is not displaying as expected, try unplugging the Wireless Joey receiver from power for 10 seconds and then plugging it back into power. If video still is not displaying as expected on your Wireless Joey receiver, try unplugging the Hopper receiver from power for 10 seconds and then plugging it back into power.

If all the devices were working and suddenly are not working, unplug all the devices and power them back up to re-establish connections.

If you are still having video issues, contact DISH at [mydish.com/chat](http://mydish.com/chat) or at 1-800-333-DISH (3474).

# Troubleshooting, continued

## How do I install a Wireless Joey and Wireless Joey Access Point when I have two Hoppers and a router?

**What to do:** Enable bridging on all Hoppers (press MENU on the remote, select the **Settings** tile, the **Network Setup** tile, and the **Broadband** tile. Select the **Network Details** button, select the **Bridging** button, select **Enable** under the Bridging menu, and select **Save**). Link the Wireless Joey to the Hopper receiver which has the Wireless Joey Access Point attached to avoid having the Wireless Joey stream video through the home router. In the case where the Wireless Joey Access Point is connected to a Hopper Internet Connector, the Wireless Joey receiver should link to the Hopper on the same network as the Hopper Internet Connector.

## There is no picture on the TV after connecting it to the Wireless Joey receiver.

**What to do:** If the Hopper receiver is working as expected, try connecting the Wireless Joey receiver to the TV using an RCA-type connection. If using an RCA-type connection, set the correct input for this connection on the TV and change the settings for the TV on the Wireless Joey receiver to match the TV's settings.

## Your remote control does not work well when controlling the receivers.

**What to do:** Verify that your remote has fresh batteries. There is a Battery Level indicator on the **System Info** screen that displays three levels: Green (good), Yellow (low), and Red (critical). If this indicator is at Yellow or Red, replace the batteries with new batteries of the same type and kind.

Verify that your remote is paired. This information is provided on the **System Info** screen. If it is not paired, pair the remote.

Other devices, such as wireless routers, Bluetooth®, 2G phones, and microwave ovens, could create interference and affect the performance of your remote. Move your Wireless Joey receiver away from other electronic devices that could potentially cause interference.

# Troubleshooting, continued

## **Your picture is snowy (or black or blue).**

**What to do:** Make sure your TV is tuned to the correct channel. Make sure the cables are completely and correctly connected from the Wireless Joey receiver to the TV and from the Wireless Joey Access Point to the Hopper receiver.

## **While performing a remote control procedure, the remote control stops working.**

**What to do:** Start over again. If you don't press a button for 20 seconds in a programming sequence, the remote shuts off its programming function.

## **My remote is not working.**

**What to do:** Verify the batteries are installed according to the diagram inside the remote control's battery compartment.

Check the Battery Level indicator located in the **System Info** screen. This indicator displays three levels: Green (good), Yellow (low), and Red (critical). If this indicator is at Yellow or Red, replace the batteries with batteries of the same type and size.

Confirm the remote is in the correct mode for the device you want to control. For example, to control the Wireless Joey receiver, press SAT on the remote before the function you want performed.

Make sure you are using the correct remote control provided for your Wireless Joey receiver. The remote uses radio frequency (RF) signals to operate your Wireless Joey receiver. Other equipment is usually controlled using infrared (IR) light signals. If you have programmed the remote to control your equipment in other device modes, then the remote control must have a clear line-of-sight to the front of these other devices.

Check that all cable connections to the Wireless Joey receiver and TV are secure.

*Continued on next page*

# Troubleshooting, continued

If your remote is showing that it is paired but isn't working, select Un-Pair on the **System Info** screen and listen for the confirmation tone. Press PAIR to pair the remote again. If you do not hear the tone, continue with the next suggestion.

If your remote is not listed or cannot be un-paired on the **System Info** screen, then complete the following steps:

- 1 Press and hold SAT until all the Mode buttons light up and release.
- 2 Press RECALL and 0 (the number zero) at the same time and release (SAT lights up).
- 3 Press SEARCH and release (SAT lights up).
- 4 Press VOL+ and release (SAT lights up).
- 5 Press STOP and release (un-pair tone is heard).
- 6 Press SYSTEM INFO on the front panel.
- 7 Press INPUT/PAIR and release to pair the remote again.

## When I press a button on the remote, all the Mode LEDs flash.

**What to do:** When batteries are first inserted into the remote, the remote goes through an initializing process. This process takes about ten seconds, and pressing a key while the remote is booting up causes the SAT, TV, and AUX mode buttons to flash. If a remote stays in this state for longer than two minutes, replace the batteries (see page 4).

## I am trying to watch a program, but the TV Activity displays instead.

**What to do:** All tuners on the receivers are currently in use, either by other TVs, the DVR(s) recording a program(s), the receivers taking a software download, and/or a remote viewing session occurring. You can wait until a tuner becomes available, watch the same programming that is displaying on another TV, stop a recording, or select **PrimeTime Anytime™, On Demand, or DVR**.

## My PIP (Picture-In-Picture) button isn't working.

**What to do:** The PIP feature is available only on the Hopper receiver.

# Limited Warranty



This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

## What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. DISH Network L.L.C. and its affiliated companies ("DISH") warrant this system against defects in materials or workmanship as follows:

**Labor:** For a period of one (1) year from the original date of purchase, if DISH determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. DISH warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.

**Parts:** For a period of one (1) year from the original date of purchase, DISH will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. DISH warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period. **Note:** "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNB, remote control, power supply, or dish mounting hardware. It does not include other parts purchased separately.

## What the Warranty Does Not Cover

This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.

This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.

This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.

This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

# Limited Warranty, continued

## Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. DISH SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. SOME STATES MAY LIMIT OR EXCLUDE THE FOREGOING LIMITATION, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. EXCEPT TO THE EXTENT PROHIBITED BY APPLICATION LAW, UNDER NO CIRCUMSTANCES SHALL DISH'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. DISH RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF DISH DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM 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 RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

## If You Need Assistance

Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the System Info screen to find these numbers.

A Customer Service Representative will assist you.

If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.

You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.

Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.

Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

# DISH Exchange Program

DISH offers two options if you need to replace your satellite receiver equipment or its accessories.

## **Advance Exchange Program**

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on DISH's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to DISH within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee. If your equipment is out of 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 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.

## **Post Receipt Exchange Program**

You may choose to ship the equipment to us at your cost. 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 the defective equipment is covered under this warranty, a replacement will be shipped back to you at no additional cost (additional charges may apply outside the continental US).

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 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 branded equipment, displaying the DISH logo, excluding the receiver, 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 or your local retailer.

# Residential Customer Agreement

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit [dish.com](http://dish.com) or call us at 1-800-333-DISH (3474) and we will send you a copy. *Para ver este acuerdo en español por favor visite [dish.com](http://dish.com) o llame al 1-888-599-DISH (3474) y le enviaremos una copia.*

DISH Network is happy to answer any questions you may have (including questions regarding billing, installation, equipment and service) and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year:

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

**Email:** [care@dish.com](mailto:care@dish.com)

**Mail:** DISH NETWORK CUSTOMER SERVICE CENTER  
P.O. BOX 9033  
LITTLETON, CO 80160

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

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the package plans(s) under which you are receiving Services and/or equipment from DISH Network (each, a "Package Plan Agreement"):

(i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network", "DISH," "we," "us" or "our" refer to DISH Network L.L.C. (formerly known as EchoStar Satellite L.L.C.) or, where applicable under the particular circumstances, third party billing agents.

"DISH Network" is a registered trademark of DISH Network L.L.C.

THIS AGREEMENT, TOGETHER WITH ANY APPLICABLE PACKAGE PLAN AGREEMENT, SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES AND EQUIPMENT TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL WE CHANGE OR REPLACE IT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THIS AGREEMENT, AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED AGREEMENT. IF YOU ARE AN EXISTING CUSTOMER AND DO NOT WISH TO ACCEPT ANY CHANGED OR REPLACED AGREEMENT, YOU MUST NOTIFY US IMMEDIATELY AND WE WILL, AT OUR OPTION, EITHER CANCEL YOUR SERVICE OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE PREVIOUS VERSION OF THIS AGREEMENT.

# Residential Customer Agreement, continued

## 1. THE DISH NETWORK SERVICE

**A. Services Defined.** "Services" shall mean all video, audio, data, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription, pay-per-view or otherwise) and that we may provide to customers in the future.

**B. Minimum Programming Levels.** If your applicable Package Plan Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages: Welcome Pack, Latino Welcome, DISH America or a higher version of such packages; a qualifying International package plus one of the following: International Basic Package, Chinese Basic Package, or a previously listed package. We may change such minimum programming requirements at any time. For select customers based on when activation of service occurred, an International Service Access Fee (as detailed in Exhibit 1) may apply. If you subscribe to Racetrack TV, but do not subscribe to applicable minimum programming a Service Access Fee (as detailed in Exhibit 1) may apply.

**C. Programming Availability.** Certain Services, including without limitation, some subscription Services, sporting events and broadcast network Services, may be blacked out in your viewing area; if you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. If the location at which you are receiving Services is a wagering location, you are not eligible to receive certain channels, including without limitation, Racetrack TV. You must be at least 18 years of age, or the applicable age of majority where you reside, to order or receive adult-oriented programming services.

**D. Changing Your Programming Selection.** Unless otherwise specified in this Agreement or any applicable Package Plan Agreement(s), you may change your programming selection at any time by notifying us. A Programming Change Fee (as detailed in Exhibit 1) may apply to such programming changes, unless you are receiving Services and/or Equipment (as defined in Section 4(A)) pursuant to a Package Plan Agreement that requires you to pay in full for all Services and/or Equipment prior to receiving such Services and/or Equipment (a "Pre-Pay Promotion").

**E. Multi-Month Subscriptions.** For multi-month subscriptions, you may downgrade your Services only when you renew. You may not downgrade your Services during the term of a multi-month subscription.

**F. Ordering Pay-Per-View.** You may use your remote control and on-screen program guide to order pay-per-view Services through your television if your DISH Network receiver is connected to a land-based telephone line and/or a broadband home network. You may also order DISH Network pay-per-view Services by calling 877-DISH-PPV (3474-778) and using our automated system, or by visiting [dish.com/orderppv](http://dish.com/orderppv), or by speaking with a live operator at one of our customer service centers (an Agent Assist Fee will apply as detailed in Exhibit 1). Pre-Pay Promotion customers may only order pay-per-view Services by calling 877-DISH-PPV (3474-778).

**G. Accessing the Internet Through Your Receiver.** Some of our receivers can be used to access websites and information on the Internet. DISH Network does not have any control over such websites and information, and we do not make any representations, warranties or guarantees as to the availability or content of such websites and information, including without limitation: (i) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such websites or information; or (ii) whether using the software contained in such receivers may result in accessing unintended, inappropriate or objectionable content. We may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We may also limit or restrict the websites and information that you may access on the Internet using your receiver at any time without notice.

**H. Private Home Viewing Only.** DISH Network provides Services to you solely for viewing, use and enjoyment in your private home. You agree that no Services provided to you will be viewed in any areas open to the public, commercial establishments or other residential locations. Services may not be rebroadcast or performed, and admission may not be charged for listening to or viewing any Services. If your Services are viewed in an area open to the public, a commercial establishment or another residential location, we may disconnect your Services and, in addition to all other applicable fees, you must pay us the difference between the price actually paid for Services and the full applicable rate for such Services, regardless of whether we have the right to distribute such Services in such other location.

# Residential Customer Agreement, continued

**I. Changes in Services Offered.** We may add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

**J. Promotional Offers and Items.** If a third party, such as an independent DISH Network retailer, integrator or private cable operator, offered you a promotional offer or item in connection with your subscription to the Services, such third party is wholly responsible for fulfilling such promotional offer or providing such promotional item, and DISH Network is not in any way responsible for such fulfillment unless the promotional offer or item was offered with DISH Network's prior authorization, approval, permission or knowledge.

## **2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES**

**A. Payments.** You agree to pay all amounts billed for Services, as well as all taxes, fees and other charges, if any, that are now or may in the future be assessed in connection with any Services you receive from us, and any other charges due and owing to us. State and local taxes or reimbursement charges for gross earnings taxes imposed on satellite providers for transmission of programming in some states may apply. Unless you prepay for a multi-month subscription to Services or prepay for all Services as required by your participation in a Pre-Pay Promotion, we will bill you monthly in advance for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Multi-month subscription customers and Pre-Pay Promotion customers will be billed based on your pre-pay period (multi-month subscriptions) or monthly (Pre-Pay Promotion customers), and must make all payments in advance of the due date on your bill in order to continue receiving your Services; you must also pre-pay for all other Services, such as pay-per-view, ordered by you or anyone who uses your Equipment, whether with or without your permission.

**B. Billing Policies.** Your bills will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account. You may submit your payment by mail, on our website, through our AutoPay program, by calling a DISH Network customer service representative, or by any other means that we designate. Partial payments will be applied first to the oldest outstanding bill. You must make your payment regardless of whether you receive a bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation, our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee (as detailed in Exhibit 1) is not interest, a credit service charge or a finance charge. Certain fees and charges may apply in certain circumstances to your payment for the Services, including without limitation, those expressly set forth in Exhibit 1 attached hereto and incorporated herein by reference.

**C. AutoPay and Paperless Billing.** If you accept a promotion that requires you to sign up for and maintain AutoPay and/or Paperless Billing and later discontinue AutoPay and/or Paperless billing, then you may no longer be eligible for that promotion and you may lose the promotional price.

**D. Alterations to Payment Terms.** If you pay for a monthly subscription (other than a Pre-Pay Promotion) and your account is past due on more than one occasion, we may require that you pay for all Services and Equipment before you receive them, and you will be deemed to be receiving your Service under a Pre-Pay Promotion, at which point, all terms and conditions of such Pre-Pay Promotion will apply to you. If you paid for a multi-month subscription to any Services and your account is past due for any amount, we may convert your multi-month subscription to a monthly subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

# Residential Customer Agreement, continued

**E. Restarting your Services.** If you do not pay your bill in full by its due date, or you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we may disconnect your Services, and in such event we will be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or any other reason, DISH Network may require that you pay, and you agree to pay, before we reconnect your Services, all past due charges, a deposit equal to a minimum of one month of service charges, and all outstanding balances accrued through the date of such disconnection. If your Services are disconnected for non-payment or any other reason, you will no longer be eligible, even if you pay to restart your Service, to receive any remaining credits or promotional pricing that you would have been eligible to receive had your Services not been disconnected. Unless required by applicable law, deposits will not be held segregated from other funds and will not earn or accrue interest. Promotional pricing is valid only at the time of installation.

**F. Attorneys' Fees/Collections.** If we use an attorney or a collection agency to collect any money you owe us or to assert any other right that we may have against you, including without limitation, any breach of any agreement you may have with DISH Network or one of our affiliates, you agree to pay the reasonable costs of such collection or other action. These costs may include, without limitation, the costs of a collection agency, reasonable attorneys' fees and court costs. If you believe you have been billed in error or you would like to make any other requests for a billing statement credit, you must contact our customer service center by telephone or in writing within twenty (20) days after the date you receive the bill for which you are seeking correction. Failure to timely notify us of a dispute will constitute your acceptance of the corresponding bill. You must pay undisputed portions of any billing statement before the next billing statement is issued or you must pay a Late Payment Fee. All payments for Services must be made directly by you to us, unless we authorize otherwise; for example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

**G. Billing Agent Payments.** Different or other payment and billing terms, conditions, options and fees may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company.

**H. Early Termination Fees.** Depending on your specific Package Plan Agreement, you may incur fees for disconnecting your service before the expiration of a commitment period or downgrading your programming below any applicable minimum programming requirement during a commitment period (each an "Early Termination Fee"). Please reference your Package Plan Agreement for details regarding any Early Termination Fee that may apply.

## **3. CANCELLATION OF SERVICE**

**A. Continuation of Services.** Your subscription to Services will automatically renew until you cancel your Services or we otherwise disconnect your Services, in each case as provided herein or in any applicable Package Plan Agreement.

**B. Cancellation Policies.** You may cancel your Services for any reason at any time by notifying us at the phone number, e-mail address or mailing address set forth at the top of this Agreement. Please be aware that certain Package Plan Agreements have an optional or mandatory term commitment period and if you cancel your Services prior to the expiration of an applicable optional or mandatory term commitment period, certain early termination or cancellation fees may apply.

**C. Disconnection of Services.** In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network may disconnect your Services if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any applicable Package Plan Agreement; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such Equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under this Agreement or any applicable Package Plan Agreement; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) you commence any act or filing of bankruptcy or bankruptcy proceedings are commenced against you.

# Residential Customer Agreement, continued

**D. No Credits.** If your Services are cancelled or disconnected for any reason, you still must pay all outstanding balances accrued, including without limitation, any applicable fees. Except in certain limited circumstances, charges for Services, once charged to your account, are non-refundable, and no refunds or credits will be provided in connection with the cancellation of Services. If you received a discounted price due to a promotion, and you cancel prior to any applicable expiration of that promotion, you are not entitled to any refund or credit for the unused portions of such discounted price. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

## 4. EQUIPMENT

**A. Equipment.** In order to receive Services you must purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s) and applicable Smart Card(s), remote control(s), satellite antenna(s), and sometimes low noise block converter feed(s) (LNB(s)) with integrated feed(s) (collectively, "Equipment").

**B. Additional Tuners and Receivers.** We may choose to allow you to place additional receivers on your account. If we allow you to do so, each additional receiver will be authorized to receive the same Services as your initial receiver, subject to the limitations of your television equipment. All of your receivers must be located at the same residence and continuously connected to the same land-based telephone line and/or broadband home network. If you wish to receive Services at two different residential locations, you must open a separate account for each location, unless otherwise specifically authorized by DISH Network. You may not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residential location and connected to the same land-based telephone line and/or broadband home network. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

**C. Smart Cards.** Receiver(s) are equipped with a conditional access card ("Smart Card") inserted into a slot or otherwise installed in such receiver. Not all receivers with a Smart Card slot require a Smart Card for proper authorization. Smart Cards remain the property of DISH Network at all times and must be returned to us upon our request. Smart Cards are not transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our customer service center that your Smart Card has been lost, damaged, defective or stolen, we will replace it, unless there is evidence of unauthorized tampering or modification, and a Smart Card Replacement Fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery, in which case an Overnight Delivery Fee will apply.

**D. DVR.** DISH Network's digital video recorder ("DVR") products allow you to record programming in digital format. Total available recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming, or that any such programming will not be deleted from your DVR product. Most programming is the copyrighted material of the third party that supplies it; is protected by copyright and other applicable laws; and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it (except as permitted by the "fair use" provisions of the U.S. copyright laws).

**E. Telephone/Broadband Connection.** To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to the same land-based telephone line and/or a broadband home network. Failure to connect each receiver to the same land-based telephone line and/or a broadband network may result in interruption or disconnection of Services. We may charge you a TV2 Receiver Connection Fee for each dual tuner receiver that is not connected to the same land based telephone line and/or a broadband network (as detailed in Exhibit 1).

**F. Receiver Alterations.** DISH Network may, through periodic downloads, alter the software, features and/or functionality in your DISH Network receivers; provide data and content to DVR products; store and remove data and content on the hard drives of DVR products; and send electronic counter-measures to your DISH Network receivers. DISH Network will

# Residential Customer Agreement, continued

use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads. DISH Network may from time to time cease supporting one or more DISH Network receiver models.

**G. Proprietary Components and Software.** DISH Network receivers and Smart Cards contain components and software that are proprietary to DISH Network and its licensors. You agree that you will not try to reverse-engineer, decompile or disassemble, nor will you tamper with or modify, any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

**H. Software License.** You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network, its licensors and/or its suppliers from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy of such software, in whole or in part. You may not reverse engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license, and DISH Network, its licensors and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). Any attempt to transfer any of the rights, duties or obligations of this license is null and void. If you breach any term or condition of this license, this license will automatically terminate.

**I. Stolen Equipment.** If any of your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our customer service center by telephone or in writing immediately, but in any event not later than three (3) business days after such removal, to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

## 5. LEASED EQUIPMENT

**A. Lease Terms.** We may choose to lease certain Equipment to subscribers. Unless otherwise specified in an applicable Package Plan Agreement(s), such Equipment (including without limitation, the LNBs, but not the satellite antenna), shall at all times remain the sole and exclusive property of DISH Network, and we may provide or replace leased Equipment with new or reconditioned Equipment at any time, and upon cancellation or disconnection of your Services, remove or require the return of such Equipment. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your real property. We may make such filings and recordings that we may consider necessary to evidence our ownership rights in such Equipment, and you agree to execute any and all documents that we may consider necessary for us to make such filings. Our ownership of such Equipment may be displayed by notice contained on it. You have no right at any time to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment, or to tamper with or alter any notice of our ownership on such Equipment. Any reinstallation, return, or change in the location of such Equipment must be performed by DISH Network at our then-current service rates. You shall not attach any electrical or other devices to, or in any way alter, any such Equipment without our prior written consent. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

**B. Return of Leased Equipment.** It is your responsibility to return all leased Equipment within thirty (30) days following cancellation or disconnection of your Services. You must call 800-333-DISH (3474) to receive a return authorization number and instructions regarding acceptable methods for returning the Equipment. Options to return your Equipment include, but are not limited to, the use of a shipping label and empty box provided by DISH Network by paying a Box Return Fee (as detailed in Exhibit 1) (which price is subject to change at any time) or scheduling a DISH Network in-home service call to remove the Equipment by paying a Service Call Fee (as detailed in Exhibit 1) charge (which price is subject to change at any time). Equipment will not be deemed returned until received by DISH Network. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, and in accordance with the procedures set forth herein, then you are responsible and must pay us certain charges as described in the Package Plan Agreement.

# Residential Customer Agreement, continued

**C. Defects and Damages.** You must notify us immediately of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment must be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

## **6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT**

You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. Provided however, if you lease Equipment or your account has an outstanding balance, then the withholding of consent to assign or transfer your Services shall not be deemed unreasonable.

## **7. LIMITATION OF OUR LIABILITY**

**A. INTERRUPTIONS AND DELAYS.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY INTERRUPTION IN ANY SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION: IF SUCH INTERRUPTION, DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES; THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S); A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT; ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US; OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

**B. ALTERATIONS TO EQUIPMENT.** NONE OF DISH NETWORK, ECHOSTAR OR OUR THIRD-PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY ALTERATION TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, REMOVING OR DISABLING FEATURES (SUCH AS THE ABILITY TO ACCESS THE INTERNET VIA A RECEIVER).

**C. LOSS OF RECORDED MATERIAL.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION, ANY LOSS OR PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

**D. NO WARRANTIES, EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

**E. CONTENT RESTRICTIONS.** IT IS YOUR RESPONSIBILITY TO IMPOSE ANY PROGRAMMING, INTERNET OR OTHER CONTENT RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. NONE OF DISH NETWORK, ECHOSTAR, OUR THIRD-PARTY BILLING AGENTS, OR OUR AND THEIR AFFILIATES SHALL HAVE ANY LIABILITY TO ANYONE DUE TO, OR BASED UPON, ANY CONTENT (INCLUDING WITHOUT LIMITATION, ANY INACCURACIES, ERRORS IN, OR OMISSIONS FROM SUCH CONTENT): (i) CONTAINED IN ANY OF THE SERVICES FURNISHED TO YOU; OR (ii) ACCESSED USING THE SERVICES OR EQUIPMENT FURNISHED TO YOU.

**F. DAMAGES LIMITATION.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO: DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT; OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU; OR ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

# Residential Customer Agreement, continued

## 8. LEGAL COMPLIANCE; PIRACY AND INFRINGEMENT; TRADEMARKS; PUBLIC RIGHTS OF WAY

A. Piracy. Receiving any portion of the Services without paying for them and/or any direct or indirect act or attempted act to engage or assist in any unauthorized interception or reception of any portion of the Services is a violation of various U.S. federal and state laws and of this Agreement. The penalties for violating such laws can include imprisonment and civil damage awards of up to \$110,000 per violation.

B. Infringement. Section 605(e)4 of Title 47 of the United States Code makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to \$500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punished in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. The Equipment may incorporate copyright protection technology that is protected by U.S. patents and/or other intellectual property rights. Use of such copyright protection technology must be authorized by DISH Network or its suppliers or licensors, and is intended for home and other limited pay-per-view uses only, unless otherwise authorized by DISH Network or its suppliers or licensors. Reverse engineering or disassembly is prohibited.

## 9. GENERAL

A. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your bill, as a bill insert, via broadcast on a television channel, through publication on the website set forth at the top of this Agreement, by telephone, or by any other reasonable means. If we send you notice by mail, on your bill or as a bill insert, it will be considered given the day after it is deposited in the U.S. mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth at the top of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first-class mail addressed to us at the mailing address set forth at the top of this Agreement, and shall be deemed given when received by us at such mailing address.

B. Physical Address/Change of Address. When setting up your DISH Network account, you must provide us with the physical address where your Equipment will be located and your Services will be provided. A post office box does not meet this requirement. You must give us immediate notice of any change of name, mailing address, telephone number, or physical address where your Equipment is located. You may do this by notifying our customer service center by telephone or in writing at the phone number, mailing address, or e-mail address set forth at the top of this Agreement.

C. Online Account Information. If you have an online account with us, you are responsible for maintaining the confidentiality of your account username and password and for all activities that occur under your account username and/or password. You must: (i) keep your account username and password confidential and not share them with anyone else; and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

D. Third-Party Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents may apply. For example and without limitation: (i) late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; (ii) our third-party billing agents may require that you to pay all past due charges for Services, a restart fee, and/or a prepayment before we reconnect your Services; and (iii) other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restoral fee and/or deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied first to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Please contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services. If your account is assigned to a third-party billing agent we will provide you notice of such assignment.

# Residential Customer Agreement, continued

**E. Credit Checks.** You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation, acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Such credit checks may require you to provide DISH Network with your social security number. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any credit reporting agency. Please include in any such notice the specific item of dispute and why you believe the information reported is in error.

**F. Applicable Law.** This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

**G. Remedies Cumulative.** The rights and remedies provided under this Agreement to DISH Network in case of your default or breach of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach at law, in equity, under contract or otherwise (all of which are expressly reserved).

**H. Other.** No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change or override this Agreement. DISH Network may, however, change this Agreement at any time and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination will continue thereafter. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation, any applicable Package Plan Agreement, and except as provided to the contrary herein, all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, this Agreement replaces and supersedes any and all prior DISH Network Residential Customer Agreements in their entirety, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any ambiguity between this Agreement and any applicable Package Plan Agreement, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination concerning any issue arising from such ambiguity.

# Residential Customer Agreement, continued

## Exhibit 1 - FEES

In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Package Plan Agreement, you agree to pay the fees listed in the table below ("Fees") if and when applicable. DISH may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain Fees may be available from time to time if you subscribe to certain programming packages and/or use certain Equipment. Additional Fees may apply for non-standard installations or if you upgrade your Equipment after installation. You may call 800-333-3474 to request an itemization of any cost that you will incur in order to purchase and/or lease or receive DISH Equipment and /or DISH Services.

Monthly Fees		
Type of Fee	Amount	Description of When Fee Applies
Additional Receiver Fee* (*In determining the Additional Receiver Fee amount, the receiver with the highest associated fee shall be deemed activated prior to all other receivers on your account.)	\$7.00	You have more than one (1) receiver on your account. Per additional high-definition (HD) receiver.
	\$10.00	You have more than one (1) receiver on your account. Per additional DVR receiver.
	\$14.00	You have more than one (1) receiver on your account. Per additional Duo receiver.
	\$17.00	You have more than one (1) receiver on your account. Per additional DuoDVR or SlingLoaded receiver.
Receiver Fees	\$7.00	You have a Hopper receiver on your account.
	\$7.00	You have a Joey receiver on your account.
Whole Home DVR Service Fee	\$4.00	You have a Whole Home DVR Hopper on your account.
DVR Service Fee	\$6.00	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package. (If you have a HD Duo SlingLoaded DVR receiver on your account, a \$10.00 fee will also apply).
Protection Plan	\$7.00	You participate in the Protection Plan.
DISH Pause	\$5.00	You are eligible for and participate in DISH Pause.
Service Access Fee	\$6.00	You subscribe to Racetrack TV but do not subscribe to applicable required minimum programming.
International Service Access Fee	\$10.00	You do not subscribe to applicable required minimum programming.
TV2 Receiver Connection Fee	\$5.00	You purchase or lease a dual tuner receiver and it is not connected to a phone line and/or a broadband network.
DISH 500 Upgrade Fee	\$5.00	You receive Services in Alaska (AK) or Hawaii (HI).

# Residential Customer Agreement, continued

## Transactional Fees

Type of Fee	Amount	Description of When Fee Applies
Agent Assist Fee	\$5.00	You order PPV or make a credit/debit card or Bank Account payment over the phone with an agent.
External Hard Drive Activation Fee	\$40.00	One-time fee charged if you have a VIP receiver and you choose to connect an external hard drive to that receiver.
Late Payment Fee	\$7.00	You do not pay your bill in full on or before its due date (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Returned Payment Fee	\$10.00	You make an EFT or check payment to DISH Network and it is subsequently returned.
Shipping and Handling Fee	\$15.00	DISH Network delivers hardware to you via regular delivery. (A \$20.00 Extended Delivery Fee also applies to AK, HI, Puerto Rico, or Virgin Islands.)
Overnight Delivery Fee	\$20.00	DISH Network delivers an item to you via overnight delivery (not available in Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands).
Box Return Fee	\$17.00	DISH Network delivers return boxes and labels to return leased equipment.
Smart Card Replacement Fee	\$50.00	We replace your Smart Card because it was lost, damaged, defective or stolen, as long as there is no evidence of tampering or modification.
Out of Warranty Receiver Replacement Fee	\$75.00	You need to replace or repair an out of warranty receiver.
Service Call Fee	\$95.00	We send a certified technician to you.
Programming Change Fee	\$5.00	You change your programming selection in 30 days or less from the same service being added (but not regarding adult programming).
	\$20.00	Changes to your programming selection include adult programming.

# FCC Compliance



The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this User's Guide. Contact the FCC (see following) or your library for the complete text of the regulations.

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.

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 following one or more of the following measures:

- Reorient 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.

If none of these remedies stops the radio interference, you should contact a licensed radio/television technician, your satellite dealer, or call the Customer Service Center at 1-800-333-DISH (3474), for assistance.

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

Product must be installed at least 20 cm (~8 inches) from typical person locations per FCC RF exposure regulations.

Operation of Wi-Fi on channels within 5150-5250 MHz is restricted to indoor use only.

# Agreement on Internet Usage via Wireless Joey Receiver

The software contained in the receiver may reference, display, link to, and provide users access to web services, sites, and information located worldwide through the Internet. Because EchoStar Corporation and DISH Network have no control over such sites and information, we make no representations, warranties or guarantees as to such sites and information, including but not limited to:

- (a) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such sites or information, or
- (b) whether using the software may result in locating unintended, inappropriate, or objectionable content.

Because some of the content on the Internet consists of material that is adult-oriented, restricted to viewers at least 18 years of age or the age of majority where you live, or otherwise objectionable to some people or viewers, under the age of 18, the results of using the software may automatically and unintentionally result in the generation or display of sites, links, or references to such objectionable and/or adult-oriented material.

By using the software, you acknowledge that neither EchoStar Technologies L.L.C. nor DISH Network L.L.C. makes any representations, or warranties, or guarantees with regard to any sites or information displayed by or accessed by in connection with use of the software. EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, and the officers, directors, and shareholders of any of the foregoing companies shall not, directly or indirectly, be liable in any way to you or to any other person or entity for the content you receive using the software or for any inaccuracies, errors in, or omissions from the content. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors reserve the right to change, suspend, remove, or disable access to any services at any time without notice. In no event will EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, or the officers, directors, and shareholders of any of the foregoing companies be liable for the removal of or disabling of access to any such services. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors may also impose limits on the use of or access to certain services, in any case, and without notice or liability.

# If You Need Help

1. Review the *Hopper*, *Hopper with Sling*, and *Wireless Joey* receiver guides available at [mydish.com/manuals](http://mydish.com/manuals).
2. See *Troubleshooting* on page 32.
3. On your receiver, select the **Help** tile from the **Main Menu**.
4. Visit [mydish.com/chat](http://mydish.com/chat) for 24/7 support.
5. Call the Customer Service Center at **1-800-333-DISH (3474)**.



For additional information, refer to the Residential Customer Agreement included with your Hopper and available at [mydish.com/legal](http://mydish.com/legal).

# Index

## C

- Connect Wireless Joey Access
  - Point to Hopper
  - Receiver 5
- Connect Wireless Joey Receiver to Wireless Joey Access Point 5

## D

- DVD Mode 19
- DVR buttons
  - Back 20
  - DVR 20
  - Forward 21
  - Pause 20
  - Play 20
  - Record 20
  - Skip Back 20
  - Skip Forward 21
  - Stop 20
- DVR Functions 20

## E

- Exchange Program 40

## F

- FCC 52
- Front Panel Controls—Wireless Joey 3
- Front Panel Controls—Wireless Joey Access Point 2

## I

- Insert Batteries 4
- Internet Usage Agreement 53

## L

- Limited Warranty 38
- Locate Remote 31

## P

- Parental Controls 27
- Program Remote to Control Another Device 24

## R

- Rear Panel Connections—
  - Wireless Joey Receiver 3
- Rear Panel Connections—
  - Wireless Joey Access Point 2

# Index, continued

Remote Button  
    Shortcuts 22  
Residential Customer Agreement 41  
Restore Settings 30

## S

SAT Mode 17  
Set up Parent Controls 27  
Shortcut Buttons on Remote 22  
Set up Wireless Joey Access Point 5  
Set up Wireless Joey Receiver 5  
Share Content 29

## T

Troubleshooting 32  
TV Mode 18

## W

Warranty 38  
Wireless Joey Receiver Front Panel 3  
Wireless Joey Access Point Front  
    Panel 2  
Wireless Joey Receiver Rear Panel 3  
Wireless Joey Access Point Rear  
    Panel 2

# Wireless Joey Receiver Information

You may need to provide this information if you call the Customer Service Center.

**Note:** Some of the items listed below may not be used at this time.

**Purchase Location Name:** \_\_\_\_\_

**Purchase Location Telephone Number:** \_\_\_\_\_

**Wireless Joey Receiver CAID Number:** R \_\_\_\_\_

**Wireless Joey Receiver Smart Card  
Number:** S \_\_\_\_\_

## Remote Control Settings

- TV** **Television Code (TV Mode):** \_\_\_\_\_
- DVD** **DVD Code (DVD Mode):** \_\_\_\_\_
- AUX** **Auxiliary Device Code (AUX Mode):** \_\_\_\_\_
- AUX** **Auxiliary Device Type (AUX Mode):** \_\_\_\_\_

# dish

For all your customer needs,  
go to [mydish.com/chat](http://mydish.com/chat) or call  
the Customer Service Center  
at 1-800-333-DISH (3474)



WIRELESS  
**Joey**  
ACCESS POINT



WIRELESS  
**Joey**  
ACCESS POINT