Hopper setup steps are different than ViP! (Hopper Joey Systems will not properly activate if the ViP process is followed.)
If these steps are not correctly followed, setup time will be significantly extended and potentially require equipment replacement!

Do NOT plug coax cables into any Joey until the Hopper displays live TV! (Failure to comply will prevent the Joey from linking to the Hopper.)

When activating Hopper receivers, technicians will receive either the Attention 015 or Attention 833 messages.
Follow the appropriate activation steps listed below for the message received.

Attention 015 (Hopper: No Installation Wizard Appears)

Do NOT run a check switch test!

Using the front panel buttons:

- Press Menu

- Choose the Settings tile

- Choose the Factory Defaults tile

- Select Yes (On the Warning 093 screen)

- The Hopper will reboot and Attention 833 appears

- Follow the activation steps for Attention 833

Attention 833 (Hopper: Installation Wizard Appears)

Do NOT select Cancel!

- Wait for Attention 833 to complete

- Wait for Attention 015 to complete

- Follow the installation wizard steps to the activation screen

- Activate through DASH or a call center agent; New Connects can also be activated in ETAdirect

- Activate ALL Hoppers and Joeys at the same time
  o Do not activate Hoppers or Joeys until prompted by the wizard
  o Do NOT plug in Joeys at this point!

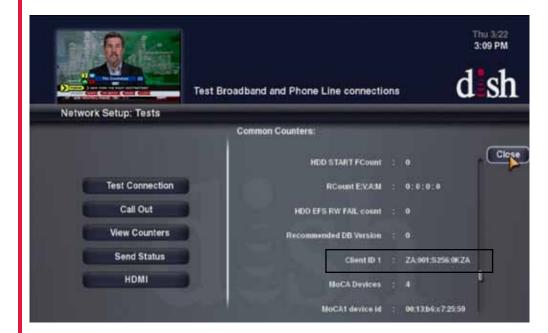- Follow the remaining installation wizard steps

Joey Installation and Activation

- Do not connect coax cables or a power source to any Joey until the Hopper displays live TV and the Joey software has downloaded successfully to the Hopper

- To confirm the Joey software has successfully downloaded, while viewing live TV on the Hopper access the Network Setup Menu
    1. Select the Blue Short Cut Button on the remote control
    2. Select the "Tests" tile
    3. Select the "View Counters"
    4. Page down to "Client ID 1"
    5. Verify the "Client ID 1" field is populated

- Once the "Client ID 1" has populated, plug in the Joey and continue following the installation wizard steps

- Complete the remote pairing step before installing the next Joey
    o This prevents pairing remotes to multiple or incorrect Joeys

Attention 1303 (Joey: Linking Error)

This message only appears if the coax was plugged into the Joey before the Hopper displays live TV.

- Unplug the Joey from AC power

- Disconnect the MoCA coax cable

- Plug the Joey into AC power

- Wait for the installation wizard to appear

- Unplug the Joey from AC power

- Re-connect the MoCA coax cable

- Plug the Joey into AC power

- Follow the installation wizard steps

Issue/FAQ	Resolution
Issue: Pairing remotes in multiple Hopper installations.	Complete the installation wizard for one Hopper before starting the installation wizard on other Hoppers. This prevents pairing remotes to multiple or incorrect Hoppers.
Issue: Toggle switch on the Hopper Internet Connector (HIC).	The toggle switch is used for diagnostics only; it should not be moved or adjusted during installation or by customers.
Issue: Can't communicate between Hoppers.	At launch, multiple Hoppers will not be able to share DVR content or broadband connectivity.
Issue: Joeys show "Not Connected" to broadband in box C of the System Info screen, even though the Hopper is connected with an Ethernet cable or Wireless Adapter.	Even though the Joeys show up as "Not Connected," broadband features such as Blockbuster @Home will be available since the connected Hopper provides connectivity to the entire system.
Issue: Error 023; DVR features not available after activation.	EPG takes up to 10-15 minutes to download after activation. The red shortcut button on the remote displays the EPG download status. If Error 023 still displays after the EPG download disappears, reset the Hopper.
Issue: Unable to customize room names while in the install wizard.	This function is not available while in the install wizard as of launch. To customize room names, access Remote Manager after setup.
Issue: Unable to read satellite signal at the Hopper location.	Bypass the Node by barreling the satellite feed and host line; then check satellite signal.
Issue: Installing multiple Hoppers and Joeys simultaneously.	Starting with one Hopper, complete the installation wizards one at a time before starting another Hopper or Joey.
Issue: Location for the HIC when using the HIC and the Joey in the same location.	To ensure proper ventilation of hardware it is important to place the HIC and Joey in a well ventilated area. It is recommended to install the Joey upright in the stand to allow ventilation from both sides of the Joey. If the Joey must be installed horizontally, do NOT stack anything (e.g. HIC) on top of the Joey to help prevent it from over heating.

Issue/FAQ	Resolution
Issue: Programs recorded on one Hopper are not accessible from the other Hopper.	At launch, multiple Hoppers will not be able to share DVR content or broadband connectivity.
FAQ: Does the Hopper Joey System support OTA?	The Hopper Joey System does not support OTA. Connect a separate OTA directly to the TV.
Issue: PrimeTime Anytime (PTAT) does not record all local networks (ABC, CBS, FOX, and NBC)	This is correct for some markets. PTAT only records ABC, CBS, FOX, and NBC that are available in HD. These networks in SD will not be recorded with PTAT.
Issue: PiP is not available at the Joey location.	As designed, PiP is only available at the Hopper location.
FAQ: Can I mirror TVs with a Joey?	No. Right-size the customer to an additional Joey or Hopper. By attempting to backfeed video on a client or host line, the MoCA signal is affected and will result in a Trouble Call.
FAQ: How do I get rid of the MoCA signal notification icon when it displays for long periods of time?	From live TV, press the blue shortcut button on the remote. Then select Whole Home > Display Settings > Notification Only.
FAQ: How do I access the "Seek and Record" function?	From live TV, press Search on the remote. Then press the green shortcut button on the remote.
FAQ: Which external devices work with the Hopper Joey System?	Only connects to a Hopper USB port: 1. Wireless Adapter 2. Sling Adapter (Ensure to select the correct receiver in Dish online.) 3. External hard drives
Issue: Unable to access Pandora or Facebook in the Apps tile.	These are future scheduled enhancements.
FAQ: How do I enable Bluetooth™?	This is a future scheduled enhancement.
FAQ: What Ethernet ports can we use on the Hopper Joey System?	• The Hopper has two Ethernet ports; either one is usable • The Joey's Ethernet and USB ports will not be usable at launch