

Indoor Installation

This section will help you with tips for receiver connectivity and activation, plus customer education.

- Receiver Installation
- Other Connections
- Receiver Activation
- Customer Education Reminders
- Top Tips to Ensure a Successful Installation

Receiver Installation

- Before installing equipment, be sure to use a circuit tester on the electrical outlet to verify the outlet is working properly. If the outlet is not working properly, refer the customer to a certified electrician.
- Review Receiver Installation and Handling for additional tips.
- Print out the Certified Quality Installation document for reference (Retailer Care Site: Info Center > Service, Hardware and Technology > Installation > Certified Quality Job Aids).
- Connections to the receiver's back panel should be hand-tight and should not be tightened with a wrench. Over-tightening can potentially cause signal loss.
- For HD receivers, review HD Installation and Setup in HDTV to ensure the best connection and correct HDTV resolution.



Receiver Installation, continued

- Be patient while downloading receiver software.
- It is recommended that you run a second Check Switch test after the software download, because factory software may not have full support for the connected equipment.
- Receivers will display supported satellite locations in one of two ways:
 - After peaking and taking the software download, all supported satellite locations are displayed in the Point Dish Satellite list.
 - After peaking, taking the software download, and running a Check Switch test, the satellite locations available to that receiver (based on the connected outdoor equipment) are displayed in the Point Dish Satellite list.
- Advise the customer to turn off the receiver when it is not in use. Turning the receiver off ensures it has the latest software and updated Program Guide Information.

Software Downloading Details

New or replacement receivers that you are installing in a customer's home come with either factory software or pseudo-factory software. These software versions must be upgraded to production software to ensure full operation of the receiver.

- Factory software is very basic software, and does not provide access to most of the features and functions of the receiver. The software version number always begins with a zero (for example, P078).
- Pseudo-factory software appears to function like production software, and is loaded into many remanufactured receivers. Although it may appear that the receiver has access to its features, pseudo-factory must still be upgraded to the current version of production software to ensure full functionality of the receiver.
- Production (current) software enables all the features and functions of the receiver, and must be downloaded to ensure proper operation. You can verify the current software versions by visiting tech.dishnetwork.com.
- You must have signal from the 119° or 61.5° satellites to download software.

Downloading Software

- Warning 061 indicates the receiver is downloading production software. The software download takes between 10 and 30 minutes, depending on the receiver model.
- Do not interrupt the software download by disconnecting the satellite signal or unplugging the receiver—it will slow down the process.
- Once the receiver has downloaded production software, you will see Warning 303. It is extremely important not to disrupt this process by unplugging or disturbing the receiver.
- Once the download is complete, the receiver will reset, then display Attention 015 “Acquiring Satellite Signal.”
- Some receiver models will display Warning 330 while downloading the Program Guide.
- Some DVR receiver models automatically set timers for customer education programs after the installation is complete. These programs will be found in the My Recordings list.

Home Transponders

Signal from the home transponders for each satellite location is required in order to ensure proper guide operation and to receive software updates. These transponders are subject to change, without notice.

Orbital Location	61.5°	72.7°	77°	110°	118.7°	119°	121°	129°	148°
Transponder	29	21	21	21	7	19	21	21	19

Boot Recovery

- If the software download is interrupted, disturbed, or corrupted prior to completion, the receiver may enter Boot Recovery.
- This state can be caused if the satellite signal is blocked during the download process or by unplugging the receiver at a critical time. If the receiver enters boot recovery, it is very important not to interrupt the process.

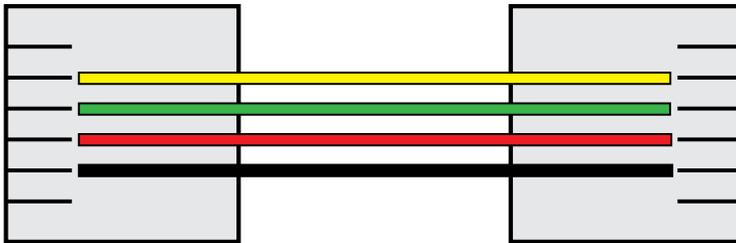
Other Connections

Phone Line & Phone Jack Wiring: RJ-11 Modular Plug



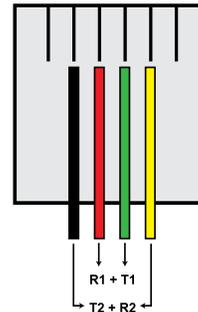
Do not attempt to wire phone lines or phone jacks if you are not qualified and trained to do so.

- Phone cable generally contains two pairs of wires, for two phone lines. The first phone line uses center phone wires and pins (R1 and T1). If a second phone line is installed, use the outside wires and pins (R2 and T2).
- RJ-11 connectors have either four or six pins. When using a connector with six pins, the middle four are used. Ensure that no cables cross when wiring the connector on the opposite end.

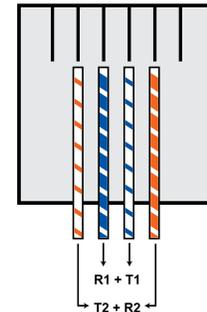


Wiring of a Phone Line

Quad Cable



Cat 5 Cable



Based on T568A. Plug side of an RJ-11 connector with tab underneath.

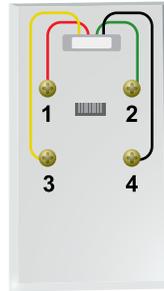
Phone Jack Wiring

- The back of the phone jack contains four screws. These screws each have short wires that connect the screws to the pins of the jack. There is one screw for each color: black, red, green, and yellow.
- From the phone line that is running through the home, connect the wires to the screws, matching the color of the wiring to the color used for that screw. If Cat 5 cable is used, refer to the diagram to match color coding.
- Tighten down the screws and connect a phone to ensure you hear a dial tone.
- Connect the phone jack to the wall.

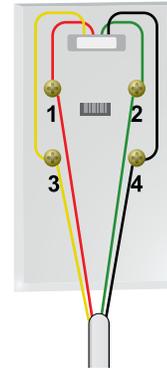
Front of Phone Jack



Back of Phone Jack



**Phone Jack Wired
to Phone Line**



Improving VoIP Support

These steps increase the likelihood of the satellite receiver successfully connecting using Voice over Internet Protocol (VoIP) phone service; however, not all VoIP services will function with the receiver.

The VoIP phone connection to any DISH Network receiver may be improved.

- Manually set the VoIP equipment for the proper bandwidth (to the highest bandwidth possible) following the instructions that came with your VoIP equipment.
- Use other settings/connections suitable for modems or fax machines. Contact the VoIP provider for more information.
- For Vonage VoIP customers only, using the *99 prefix in the phone setup on some receivers may allow the Vonage VoIP connection to switch to its highest possible bandwidth. Using *99 as the prefix is not available on the following receivers: Models 1000, 3000, 4000, 5000, 6000, 2800 (2700/3700), and JVC (IRR). The instructions on the following page explain how to enter *99 in a receiver's Phone System menu.

Improving VoIP Support (continued)

The following steps may improve the VoIP connection for customers with

Vonage VoIP service:

1. Using the remote control, press MENU, select System Setup, Installation, then Phone System. Your screen will look similar to one of those to the right.
2. Press SELECT on Prefix Code.
3. If there is an option for Number of digits, enter 3.
4. The highlight moves to the Prefix box.
 - Press CHANNEL UP until the * is displayed. Move right and press 9 for the second and third digits.
 - Using the remote's keypad, press STAR (*), 9, then 9.
5. Press SELECT on Save or Done.
6. Test the phone connection using the receiver's Diagnostics screen (for most receivers, press MENU on the remote control, select System Setup, then select Diagnostics).



Connectivity

DishCOMM™



SlingLink/Ethernet Adapter

PhonEx Compatibility

Compatibility	Compatibility	Compatibility
DISH 411	ViP 211	Any receiver with a telephone jack.
ViP 211	ViP 211k	
ViP 211k	ViP 222k	
ViP 222k	ViP 612	
ViP 612	ViP 622	
ViP 622	ViP722	
ViP 722	ViP 722k	
ViP 722k	DuoDVR™ ViP® 922	
DishCOMM Modem	Additional future models	

DishCOMM Features

DishCOMM is a technology based on HomePlug that allows compatible DISH Network satellite receivers to send and receive data via the home power lines. One use of DishCOMM technology allows compatible receivers to share another receiver's phone connection, or to use the DishCOMM Modem, which eliminates the need for a physical phone connection to the receiver. DishCOMM compatible receivers (all of the ViP series) can also use HomePlug-to-Ethernet Adapters for connecting to the home network.

Creating a DishCOMM Network

You must create a DishCOMM Network to enable communication between compatible receivers and equipment. A DishCOMM Network can be created between two or more compatible receivers (provided one is connected to a phone line) or between a DishCOMM modem and one or more compatible receivers.

Creating a Network Using a DishCOMM Modem with One or More Compatible Receivers

1. Install the DishCOMM Modem according to the instructions given in the DishCOMM M 1. odem installation manual.
2. Ensure that the receiver(s) are plugged directly into a wall outlet or into a HomePlug compatible surge device.
3. Access the DishCOMM Setup screen (MENU, System Setup, Installation, DishCOMM Setup)
4. The receiver should automatically scan for available DishCOMM devices If it does not, select Scan to start this process manually.
 - If the receiver does not have a Scan option, select Add to enter the Add Device menu.
 - Enter in the DishCOMM Modem ID number (found on the back of the modem).
5. Once DishCOMM devices have been identified, select Test to verify proper operation of all connected devices or Done to save your changes.
6. Go to the Phone System menu (MENU, System Setup, Installation, Phone System). Ensure that Remote is shown for Modem Type.
7. Repeat the same process for any other DishCOMM compatible receivers to be included in the DishCOMM network.

Creating a Network Using Two or More DishCOMM Compatible Receivers (No Modem)

1. Connect a phone line to one DishCOMM compatible receiver.
2. Create the DishCOMM Network using the same process as above.
3. On the receiver connected to the phone line, go to the Phone System menu (MENU, System Setup, Installation, Phone System) and ensure that the Modem Type is Local.
4. On the other DishCOMM compatible receivers, verify the Modem Type is shown as Remote. Note: When sharing a receiver's modem, Caller ID must be enabled on all receivers.

DishCOMM Installation Considerations

- If using a surge protector, one that is approved for use with HomePlug devices must be used. All DishCOMM or HomePlug equipment must be plugged into the HomePlug outlet of the surge protector.
- DishCOMM (or HomePlug) equipment should not be plugged into switched outlets.
- Dimmers for home lighting can interfere with DishCOMM. It is not recommended to use dimmers on the same circuit as DishCOMM (or HomePlug) equipment.
- Avoid Plugging DishCOMM (or HomePlug) devices into GFI (Ground Fault Interrupter) outlets as they may interfere with the communications.
- HomePlug and DishCOMM equipment may interfere with PhonEx wireless extenders.

SlingLink/HomePlug-to-Ethernet Adapter Features

- Network using the existing power lines in the home.
- Access DISH Online downloadable content.
- Ideal for receivers located in a different room than the customer's internet connection.
- Remember to use HomePlug compatible surge protectors.
- Allows communication over the home power lines, eliminating the need to run new cabling. The ViP series of DISH Network receivers include HomePlug support—only one HomePlug-to-Ethernet Adapter is needed to connect the satellite receiver to the home networking equipment. May also be referred to as a “HomePlug-to-Ethernet Bridge”.

SlingLink/HomePlug-to-Ethernet Adapter Installation

1. Connect one end of the Ethernet cable into the Ethernet port on the bottom of the SlingLink adapter. Connect the other end of the Ethernet cable to an available Ethernet port on the router, gateway, or Ethernet switch.
2. Plug the adapter into an electrical wall outlet near the router. The Power, Link, and Ethernet lights should be lit.
3. From the receiver go to the Broadband Setup screen (MENU, System Setup, Installation, Broadband Setup) enter the Network Setup screen and select Reset Connection.
4. The IP Address, Subnet Mask, Primary DNS, and Secondary DNS fields will populate with numbers.

SlingLink/HomePlug-to-Ethernet Adapter Installation Considerations

- Avoid plugging the Adapter into a GFI (Ground Fault Interrupter) electrical outlet or an outlet that is controlled by a wall switch.
- If using a surge protector, one that is approved for use with HomePlug equipment must be used, and the Adapter or other HomePlug equipment must be plugged into the HomePlug outlet of the surge protector.
- Only HomePlug 1.0 or HomePlug Turbo HomePlug-to-Ethernet Adapters should be used. HomePlug AV adapters are not compatible with DISH Network receivers.

Phonex Features

- The wireless modem jack can be used when there is not a physical phone jack located close enough to the receiver to connect a phone line.
- A Base unit is installed at the location of the phone jack, and an Extension unit is installed at the location of the receiver.
- Install only one Base unit per house. Up to eight Extension units can be installed.
- The Base unit and Extension units should be plugged directly into the electrical outlet, and not into a surge protector or GFI (Ground Fault Interrupter) outlet. Note: The new Phonex models (Base PX-211 and Extension PX-212) are not compatible with Phonex's prior models.
- While Phonex wireless jacks work in most installations, there are some installations in which the jacks may not function properly. Refer to the Phonex installation instructions for setup guidelines. DishCOMM or HomePlug may interfere with Phonex wireless extenders.

Phonex Installation

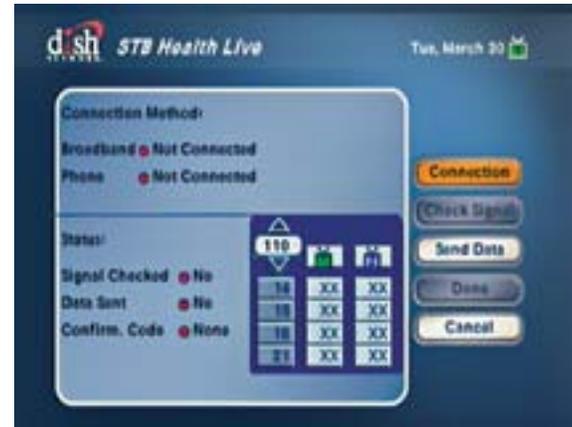
1. Plug the base unit into an electrical outlet near an established wall phone jack. Note: The indicator light on the base unit will illuminate red once it has been plugged in.
2. Insert one end of the provided six-foot phone cord into a functioning wall phone jack.
3. Plug the other end of the same phone cord into the phone connector on the base unit labeled LINE.
4. After installing the base unit, plug the extension unit into an outlet near the desired satellite receiver location.
5. Plug the extension unit into the electrical outlet.
6. Plug one end of a phone cord into the single phone jack on the right side of the unit.
7. Plug the other end of a phone cord into the phone jack on the back of the satellite receiver.
8. Look for a green indicator light on the front of the extension unit.



STB Health Live Confirmation

How to Access STB Health Live Confirmation

1. To reach the Send Status screen, press
 - Menu
 - 6 - System Setup
 - 3 - Diagnostics
 - Send Status
2. Click 'Connection' to begin testing your
 - Connection Method



3. While the connection test is running, the '3. Testing...' message will be displayed at the bottom of the screen.
4. If the receiver is properly connected and able to communicate a green indicator and 'Connected' will display. If the receiver is connected but the test failed, troubleshoot the connection.



5. Once the connection test is completed, select 'Check Signal' to run the signal test. The 'Testing...' message will be displayed at the bottom of the screen.



6. This portion of the test runs through the transponders similar to a check switch, a message at the bottom will show the progress.

7. When complete, the Signal Checked indicator will turn green and say 'Yes'. Now, the data can be transmitted using 'Send Data'.

8. Once 'Send Data' is selected, the message will say 'Sending' to indicate transmission is in progress.



9. The message will say 'Connecting...'
i 9. ndicating the receiver is communicating with the server.
10. If the receiver does not successfully communicate with the server, the 'Data Sent' indicator will remain red and say 'No'. This means something is wrong and you should troubleshoot the connection. Note: you will receive a confirmation code at this point but it will not validate your connectivity and signal unless the data is sent.



11. When the connection issue troubleshooting i 11. s complete and the issue is corrected, select 'Send Data' again.



12. Once the data is successfully sent, the 'Data Sent' indicator will turn green and say 'Yes'. Now simply wait for the confirmation code.
13. Once the data is successfully sent an 13. d the confirmation code is received, the final indicator will turn green and display 'Done'. The confirmation code will be at the bottom of the screen.

Remember, if the STB is not connected properly or does not send the data properly the technician will be able to tell by the indicators. They can troubleshoot the connection to find the problem and try again.

The confirmation code must accompany a set of green indicators under 'Status' in order to be valid. If the data did not transmit, the confirmation code will reflect that the connection failed.

The entire process takes 10 minutes or less to complete and will ensure the receiver is connected properly and that your success is recorded.

Write the confirmation code on the customer's service agreement so it can be validated by your management. The confirmation code is case sensitive. A web based tool will be made available to your management team that will allow them to verify the confirmation codes you capture.

Important Note: Please remember that this process is currently available only when installing 512/522/625 receivers.



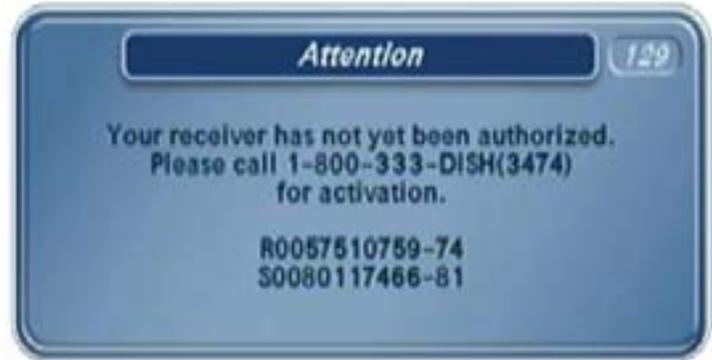
Receiver Activation

After production software is downloaded (see Software Downloading Details) and a Check Switch test is completed, most receivers display Attention 129, indicating that the receiver is ready to be activated on an account.

Free Access (In-the-Clear) Channels

A receiver does not need to be activated on an account to view free access channels. The free access channels for each orbital location are as follows:

Satellite	Channel
61.5°	9902
72.7°	101
77°	103, 500, 9399
110°	103, 500, 9399, 9900
118.7°	9903
119°	101
121°	9905
129°	9901
148°	9904



Have the Following Available:

- Customer Agreement with customer's phone number or account number.
- Receiver and smart card numbers.

Activate the Receiver Using the IVR

Note: Do not give this phone number to customers.

- Call 1-866-688-DASH (3274).
- The system is voice activated.
- If the customer has an account, the installer will be asked to enter the phone number or account number.
- If an account needs to be built, the IVR will list the items needed to build an account, including:
 - Customer's name.
 - Customer's address.
 - Customer's phone number.
 - Receiver and smart card number for each receiver being activated.
 - Customer's social security number and credit card information when required for the chosen promotion.

Customer Education Reminders

- Confirm the sales order, including number of TVs to be connected, types of receivers to be installed, and programming selected.
- Discuss installation and phone line connectivity options so that the correct TVs and rooms are hooked up, and the customer understands where the dish antenna and cables will be installed. Remember, customers can waive the TV2 Connection Fee by keeping dual-tuner receivers connected to a phone line.
- Give the remote control to the customer and spend time using the Quick Reference Guide (packed with the receiver) to familiarize the customer with their new DISH Network system. When finished, the customer should be able to:
 - Power on/off the TV.
 - Use the remote control to operate accessories like DVD players, VCRs, and stereo equipment.
 - Change channels using the Program Guide, browse with the UP/DOWN arrows, and find favorite channels using the Channel Directory on the front of the Quick Reference Guide.
 - Attempt basic troubleshooting, including returning the TV to the proper channel, completing a front panel reset, and using the RECOVER button.
- Review where customers can go for more help.
 - Receiver Quick Reference Guide and User's Guide.
 - Channel 101 and DishHOME Channel 100.
 - www.dishnetwork.com and tech.dishnetwork.com.
 - Retailer Assistance Contact Number—accessed from the System Information screen.

Standardized Customer Education

All sections of Customer Education MUST be completed in the order below on every install!

1. Hand Customer Remote
 - Show “Getting Started with Dish” guide (GSG) and reference throughout education
2. Remote Layout
 - Explain remote key 1 or 2 on bottom of remote
 - Point out remote sticker on back of remote
 - Explain tip about SAT mode
3. Turning your TV On and Off
 - **Have customer:** Turn TV On and Off
 - Explain screensaver that appears (receiver is off but TV still on)
 - **Have customer:** Turn TV back On
4. Turning your Receiver On and Off
 - **Have customer:** Turn the receiver On and Off
5. Staying on the Correct TV Input or Channel
 - Explain the importance of being on the correct input or channel
 - Show the correct input or channel on the GSG and show remote sticker
6. Fixing a Black, Blue, or Snowy Screen
 - Show what the incorrect input or channel looks like
 - **Have customer:**
 - Get back onto correct input or channel
 - Press SAT mode button to ensure the TV is in SAT mode
7. Changing Channels
 - Explain the 3 ways to change channels
 - **Have customer:**
 - Press 110 (Food Network) on the keypad
 - Press CHANNEL UP until on 112 (HGTV)
 - Press CHANNEL DOWN until on 110 (Food Network)
 - Press GUIDE button and use the CHANNEL UP button to get to 120 (History Channel)
 - Press GUIDE button and use PAGE DOWN button to get to 110 (Food Network)
 - Explain how PAGE UP and PAGE DOWN buttons work

8. Selecting a Favorites List to Display on Your Program Guide

- Explain Favorites Lists
- Explain 3 pre-programmed Favorites Lists
- **Have customer:**
 - Press GUIDE button to display Favorites List Options screen
 - Select All Sub favorites list
 - Select All Chan favorites list

9. Exiting On-Screen Menus

- Explain VIEW LIVE TV button
- Explain Cancel button
- **Have customer:**
 - Exit a MENU screen using the VIEW LIVE TV button
 - Exit a MENU screen using the Cancel button
Additional Tips
- Ask customer if they are interested in Parental Controls or losed captioning
- If so, program settings for them and point out in GSG where steps are located

If customer does not have a DVR, skip to Troubleshooting

1. Using your DVR while Watching Live TV

- Explain what a DVR is and show “Getting Started with your DVR” guide
- **Have customer:**
 - Press PAUSE to pause live TV
 - Press PLAY to resume watching TV
 - Press SKIP BACK to jump back 10 seconds
 - Press SKIP FWD to jump ahead 30 seconds
 - Press VIEW LIVE TV to get back to live TV

2. Recording a TV Program

- Explain that you can record a program now or in the future
- Explain the record frequency (all episodes, new episodes, once)
 - Press RECORD to record program that is currently on
 - Press STOP to stop recording program
 - Use GUIDE to record a program in the future (create a scheduled timer)
 - Choose recording frequency

1. Watching a Recording
 - **Have customer:**
 - Access my recordings by pressing the DVR button
 - View program that was just recorded
2. Deleting a Recorded Program
 - **Have customer:**
 - Access my recordings by pressing the DVR button
 - Delete program that was just recorded
3. Deleting a Scheduled Timer (Future Recording)
 - **Have customer:**
 - Access My Recordings by pressing the DVR button
 - Select schedule, then select timers
 - Delete scheduled timer that was just created
4. Troubleshooting
 - Explain that 75% of all calls received for technical issues are solved with the 5 troubleshooting steps:
 - Have customer:
 - Press the SAT mode button (Step 1)
 - Get the TV back on the correct input or channel (Step 2)
 - Change the Favorites List from one to another (Step 3)
 - Explain that removing objects obstructing the signal to the dish (only when safe) or waiting for a storm to pass could solve the issue (Step 4)
 - Explain that resetting the receiver by unplugging it from the wall for 10 seconds could solve the issue (Step 5)
5. Ask customer if they have any questions
6. Staying on the Correct TV Input or Channel on TV2 (or other TVs)
 - Take customer to TV2 and show the correct Input or Channel on the GSG
 - Show remote sticker and point out that TV2 is on a different Input or Channel than TV1
 - Show what the incorrect Input or Channel looks like
 - Have customer: get TV2 back to the correct Input

Top Tips to Ensure a Successful Installation

Tips	Why?
Show up on time and be prepared for anything.	Keep your promises and start the job off right.
Call your manager as soon as you run into problems.	Saves you time by quickly getting the assistance you need.
Use the Certified Quality Installation (CQI) and Certified Quality Troubleshooting (CQT) documents. They are available on the Retailer Care Site in the Info Center > Customer Retention and Education Tools > Certified Quality Job Aids, or for DNS through Oracle iProcurement.	These documents work well—they help reduce future trouble calls and provide a great reference for a thorough installation and troubleshooting.
Ensure the work order is correct before starting the job.	Saves you time and ensures customer satisfaction.
Check the mounting location with the customer, and plan for expected foliage growth.	Ensures the installation will provide clear line-of-sight for many years.
Mount the dish to a secure location.	Ensures the dish will not need to be re-installed or re-pointed in the future.
Program the RECOVER button for TV2.	Call time to the Call Center will be reduced, and the customer will be happier.
Replace existing cable.	Ensures the quality of the cable.
Replace all low frequency barrel connectors with components rated to 2150 MHz.	Ensures the full signal can travel between the LNBFs and receiver; otherwise, signal or tuner loss may occur.
Provide thorough customer education at a level that the customer understands. See Customer Education Reminders.	The customer will appreciate knowing the features of their new receiver, and the time you spent with them.
Ensure the signal strength is above the minimum for your DMA. Review the document on the Retailer Care Site: Info Center > Service, Hardware & Technology > Installation	It's important to avoid customer calls and truck rolls.

Standard/Custom Work

Category	Standard Work (what's included)	Custom Work (additional charges may apply)
Status Customer	<ul style="list-style-type: none"> • Email an order confirmation with appointment date and arrival window (if accurate email is provided). • Place reminder call the evening prior to the appointment. • Update arrival time 	
Review Order and Set Up Plan	<ul style="list-style-type: none"> • Review the order and set-up plan at the start of the appointment, prior to performing any installation work. 	
Set Up Dish	<ul style="list-style-type: none"> • Mount dish on outside wall, balcony, or roof to achieve best line of sight (dish must generally face to the south). • Mount dish on pole (up to five feet) if necessary. A second appointment would be required after utility lines are marked. 	<ul style="list-style-type: none"> • Bury more than 50' of cable for pole mount or other purposes (as measured from dish to point of entry into home). • Relocate dish due to customer request (aesthetics, new roof, construction etc.) after set-up and appointment is complete.
Set Up Wiring	<ul style="list-style-type: none"> • Run DISH-approved RG-6 coax cable from dish to receiver(s) up to 150'. • Once inside the home, cabling may be run through attics or unfinished basements to the receiver outlet. • Neatly dress any installed exposed cabling. 	<ul style="list-style-type: none"> • Run cable from dish to receiver(s) greater than 150'. • Fishing cable beyond what is required to route cable from the attic/unfinished basement to the receiver outlet.

Category	Standard Work (what's included)	Custom Work (additional charges may apply)
Set Up DISH Receivers	<ul style="list-style-type: none"> • Connect each receiver to one TV. If a Duo receiver is installed, connect each tuner to one TV. • Connect HD receiver to HD TV using HDMI cable. • Connect receiver to broadband or phone line. • Activate receivers. 	<ul style="list-style-type: none"> • Mirror TV (connect more than one TV per tuner). • Relocate receiver due to customer request (aesthetics, remodel, construction etc.) after set-up and appointment is complete. • Re-cable to customer relocated TV (aesthetics, remodel, construction etc.) after set-up and appointment is complete. • Configure changes to home stereo system, custom remotes or other equipment. (DISH does not currently perform this custom work).
Set Up Remote Controls	<ul style="list-style-type: none"> • Program each DISH remote control to applicable DISH receiver and TV. 	
Educate Customer	<ul style="list-style-type: none"> • Provide Getting Started with DISH Guide including 20 minute training. 	
Wrap Up	<ul style="list-style-type: none"> • Clean up all work sites, including removal of boxes and packaging. • Review customer paperwork and obtain required signatures. 	

Custom Work

Custom Task	Code	Description
Set Up Mirrored TV	N=	<ul style="list-style-type: none"> • Install more than 1 TV per tuner • Eligible for Duo receivers only. Always leave an additional remote for the mirrored TV
Relocate Dish	{?	<ul style="list-style-type: none"> • Relocate dish due to customer request (aesthetics, remodel, new roof, construction) after setup and appointment is complete • The relocation is not due to signal issue resulting from the initial installation
Relocate Receiver	{#	<ul style="list-style-type: none"> • Relocate receiver due to customer request (aesthetics, remodel, construction) after setup and appointment is complete • The relocation is not due to signal issue resulting from the initial installation
Set Up Customer/ Relocated TV	\$1	<ul style="list-style-type: none"> • Re-cable to TV due to customer relocating their TV (aesthetics, remodel, construction) after setup and appointment is complete
Set up Wallfish	:7	<ul style="list-style-type: none"> • Fishing cable beyond what is required to route cable from the attic/unfinished basement to the receiver outlet
Bury cable over 50 ft	S+	<ul style="list-style-type: none"> • Bury more than 50' of cable for pole mount or other purposes (as measured from dish to point of entry into home)
<p>* Task fee of \$50 for each task. Truck roll fee of \$15 or \$95 applies if the task is the reason for the work order. * If at the time of the appointment the technician determines that the work required to restore a system is due to the customer moving the TV, receiver or dish, custom work charges may apply.</p>		

LAN/Phone Tester

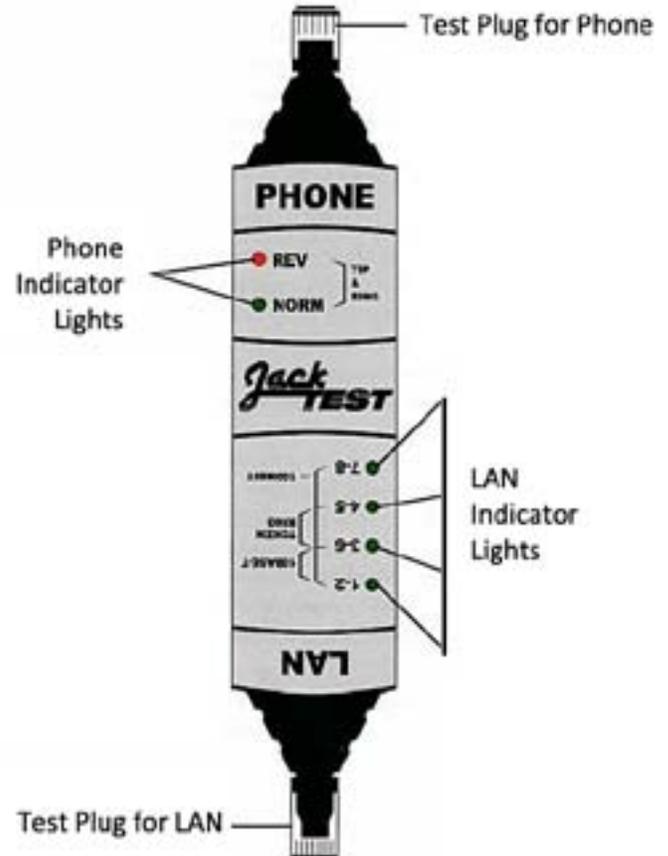
The LAN/Phone Tester allows the technician to verify the operation of both LAN and phone connections.

What it does:

- The 'LAN' plug detects the presence of a working internet connection.
- The 'Phone' plug detects a working analog/digital phone connection.
- The LAN/Phone Tester only determines if a working connection is present, it does not verify the strength or the quality of the LAN or phone connection.

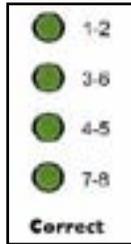
When to use:

- During site survey to test pre-wired LAN outlets or phone jacks
- With an Ethernet or phone coupler you can determine if Ethernet cable or phone line is working
- If the customer has DSL, ensure a DSL filter is plugged in before testing the jack or phone line



LAN Indicator Lights

- All 4 lights illuminated in green indicate a working connection
- Fewer than 4 lights indicates a failed connection for a DISH installation



Phone Indicator Lights

- Green light indicates a good connection
- Red light or no lights indicates a failed connection



STBH Live Confirmation/Send Status

STBH Live Confirmation or Send Status must still be performed on the receiver to ensure a properly established broadband or phone connection. Other factors besides the LAN or Phone Jack itself could be causing a failed connection.

Battery

What do you do if the tester stops working?

- Give the tester to your