

Quick Tip Q & A



What should I do if I have a snowy picture (or a blue or black screen)?

Try using the Recover button. If you are using an HDTV, check to make sure your HDTV is tuned to the correct input. You may need to cycle through your available inputs using the TV/VIDEO button. Confirm your resolution setting matches what is written in the *Watching Satellite/HD Programming* section of this guide.



What should I do if my remote control doesn't seem to work?

- Try pressing the SAT Mode button.
- Make sure nothing is blocking the front panel of your receiver.
- Your remote control batteries may need to be replaced (alkaline batteries are recommended).
- Check the remote address (see *User's Guide*).

Acquiring Satellite Signal
Please Wait

What would affect my satellite signal?

There may be obstructions in front of your satellite dish. Sometimes new tree or plant growth can obstruct the signal between the satellite and the dish. If you are experiencing frequent signal interruptions, leave your TV on and press the SYSTEM INFO button on the front of the receiver. Contact Technical Assistance using the phone number shown on the System Information screen.



What are the benefits of my satellite receiver being connected to a telephone line?

Keeping your phone line connected enables you to take advantage of interactive TV services, the Customer Support application, or Caller ID applications. It will also allow you to use your remote control to order Pay-Per-View events or movies.



Why does the Program Guide display programs as "Info Not Available"?

Your receiver needs to take a download each night to get current program information. Press the POWER button on the remote to turn the receiver off and wait about 5 minutes for the download to occur.



Why don't all of my channels show up on the Program Guide or when I browse?

You may have a Favorites List active that does not include those channels. Repeatedly press the GUIDE button and cycle through the Favorites Lists until you find a list that contains those channels. Also check to see if those channels are locked (see *User's Guide*).

Quick Tip Q & A for High Definition



Why does my high definition picture seem distorted?

You may need to adjust the format of the picture to match the program you are viewing. Press the FORMAT (*) button on your remote to cycle through the available picture formats.



Why don't some programs on high definition channels look like high definition?

Some programming on high definition channels was originally produced before high definition technology. Therefore, these programs will be displayed in a lower resolution.



Can the Program Guide display program information for my off-air local channels?

For information to be displayed, you must subscribe to the DISH Network local programming package (if available).

Tip: To ensure your receiver has the latest program guide information and the latest software updates, press the POWER button to turn your receiver off when not in use.



Tip: Some receiver problems can be resolved by pressing and holding the POWER button on the front of the receiver for about 10 seconds until the green light goes out. After releasing the POWER button the receiver should return to normal operation within a few minutes.