

## Warning and Attention Symbols

You must be aware of safety when you install and use this system. This 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.

## For Your Safety



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



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 CONTROL, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from [www.echostar.com](http://www.echostar.com).

## Copyright Notice

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The information in this guide may change without notice. We may issue revisions to tell you about such changes.

Please send comments or questions about this guide to: *Technical Publications, EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood, Colorado 80112.*

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DISH Network is a registered trademark of EchoStar Satellite L.L.C. For information about DISH Network, please visit our website at [www.dishnetwork.com](http://www.dishnetwork.com).

We acknowledge all product names, trade names, or corporate names we mention in this packet to be the proprietary property of the registered owners.



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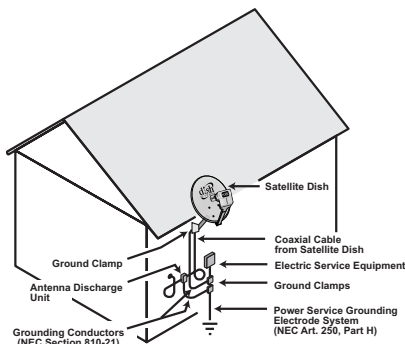
# IMPORTANT SAFETY INSTRUCTIONS

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use this 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 Use only attachments/accessories specified by the manufacturer.
- 12 Unplug this 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 the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

**Note to Satellite TV System Installer:** This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- 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.
- 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.
- 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.

## Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- Unplug the receiver from the AC power outlet before cleaning.
- Always turn the receiver off, unplug it 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 place the receiver in an enclosure (such as a cabinet) without proper ventilation.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- 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.
- 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. This will provide additional protection against damage caused by lightning or power line surges.



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 is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

# 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. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") 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 EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar 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, EchoStar 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. EchoStar 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, 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.

## Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR 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. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR 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

- 1 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 Important System Information menu to find these numbers.
- 2 A Customer Service Representative will assist you.
- 3 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.
- 4 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.
- 5 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.
- 6 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.

## 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 EchoStar'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 EchoStar 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 EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, 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.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

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 EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

### Accessory Warranty

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

## RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network as your television service provider. DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year, by any of the following means:

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

**Email: [feedback@customermail.dishnetwork.com](mailto:feedback@customermail.dishnetwork.com)**

**Mail: DISH NETWORK CUSTOMER SERVICE CENTER**

**P.O. BOX 9033**

**LITTLETON, CO 80160**

**Website: [www.dishnetwork.com](http://www.dishnetwork.com)**

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit our website at [www.dishnetwork.com](http://www.dishnetwork.com) or call us at 1 (800) 333-DISH and we will send you a copy. Para ver este Acuerdo en español por favor visite [www.dishnetwork.com](http://www.dishnetwork.com) o llame al 1(800)333-DISH y le enviaremos una copia. "DISH Network" is a trademark of EchoStar Satellite L.L.C. For purposes of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, "DISH Network", "we" or "us" shall mean EchoStar Satellite L.L.C. or, where applicable under the particular circumstances, third party billing agents, and "you" or "your" refer to you, the DISH Network subscriber.

THIS RESIDENTIAL CUSTOMER AGREEMENT DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL CHANGED OR REPLACED. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER AND DO NOT ACCEPT THESE TERMS AND CONDITIONS, OR ANY SUBSEQUENT CHANGES TO, OR REPLACEMENT OF, THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL AT OUR OPTION CANCEL YOUR SERVICES OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE TERMS AND CONDITIONS OF YOUR IMMEDIATELY PRIOR RESIDENTIAL CUSTOMER AGREEMENT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THE TERMS AND CONDITIONS OF THIS AGREEMENT AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED TERMS AND CONDITIONS AND THEY WILL BE LEGALLY BINDING ON YOU.

### 1. THE DISH NETWORK SERVICE

A. Services Defined. For purposes of this Agreement, the term "Services" shall mean all video, audio, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription based, pay-per-view based or otherwise) and that we may provide to consumers in the future.

B. Changing Your Programming Selection. Unless otherwise specified in this Agreement or the customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, you may change your programming selection at any time by notifying us. A fee may apply to such changes ("Transaction Fee"). In addition (and without limitation), you may be charged a monthly fee ("Service Access Fee") if you fail to subscribe to one of the following DISH Network basic programming packages: America's Top 60, America's Top 120, America's Top 180, Great Wall TV Package, DISH Latino, DISH Latino Dos DISH Latino Max, America's "Everything" Pak, Latino "Everything" Pak, or any of their successor packages. Some Services are only available if you purchase and maintain a minimum level of programming.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or

attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Ordering Pay-Per-View. You may order DISH Network special events and pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To receive the full functionality of DISH Network pay-per-view Services, your DISH Network receiver must be connected to a land-based telephone line. You may also order DISH Network special events and pay-per-view Services by calling the following toll free number: 1-877-DISH-PPV (3474-778) and using our automated system or speaking with a live operator at one of our Customer Service Centers. A fee will apply for using our automated system ("Pay-Per-View Automated Fee") or calling one of our Customer Service Centers ("Pay-Per-View Live Operator Fee").

E. Private Home Viewing Only. DISH Network provides Services to you solely for your private home viewing, use and enjoyment. You agree that no Services provided to you will be viewed in areas open to the public or in commercial establishments. Services may not be rebroadcast, nor performed, nor may admission be charged for listening to or viewing any Services. If we later determine that you utilized your Equipment (or sold, leased or otherwise gave possession of such equipment to a third party who you knew or reasonably should have known intended to use it) to permit the viewing of Services in a commercial establishment or any other area open to the public, we may disconnect your Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for Services and the full commercial rate for such Services, regardless of whether we have or had the rights to distribute such Services in a commercial establishment.

F. Additional Tuners and Receivers. We may allow you to place additional receivers on your account in our sole discretion. Each additional receiver will be authorized to receive the same Services as your initial receiver. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to your same land-based telephone line. Unless otherwise specified in the customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, DISH Network will charge you a monthly additional outlet programming access fee ("Additional Outlet Programming Access Fee") for each tuner activated on your account beyond the first. If you desire to receive Services at two different residential locations, you must open a separate account for each location. You agree that you will 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 residence and connected to your same land-based telephone line. 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.

G. Changes in Services Offered. We reserve the right to add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, and our prices and fees related to such programming, programming packages and Services at any time, including without limitation during any term agreement period to which you have agreed under the terms and conditions of any other agreement with DISH Network. If a change affects you, we will provide you notice of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement any programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree that you will not be entitled to any refund because of a deletion, rearrangement or change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only at your time of renewal. You may not downgrade your Services during the term of a multi-month subscription.

## 2. BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed in connection with any Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, 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. Bills you receive will show the total amount due, the payment due date, payments, credits, purchases and certain other charges to your account.

B. You agree to pay us in full monthly by the payment due date indicated on your bill for your Services and for any other charges due and owing to us, including without limitation any fees named in this Section 2. If you do not pay your bill in full on or before its due date, you agree to pay an administrative fee for late payment ("Late Payment Fee") as described below. Other fees and charges may also be assessed, including without limitation a returned payment fee ("Returned Payment Fee") in the event such non-payment arises from non-sufficient funds. If you request a duplicate billing statement, you will be assessed an additional fee (also referred to as a "Transaction Fee"). 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 we may designate. If payment is made by calling a DISH Network customer service representative, a fee will be assessed ("Live Operator Payment Fee") as described below. If partial payments are made, they will be applied first to the oldest outstanding 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 is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill in full by its due date, or if you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we have the right to disconnect your Services at any time thereafter, in our sole discretion, and in such event we shall be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or for any other reason, DISH Network may require you to pay, and you agree to pay, all past due charges, a fee for reconnection ("Restart Fee"), a deposit equal to a minimum of two month's service charges and all outstanding balances accrued through the date of such disconnection, before we reconnect your Services. Unless required by applicable law, deposits will not be held segregated from other funds and shall not earn or accrue interest. Promotional pricing is valid only at time of installation. Additional charges may apply for you to upgrade your Services or Equipment after installation or for non-standard installations.

C. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amount owed to us, at our option we may suspend any or all Services until we receive payment in full of all past due amounts,



and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to any obligations you incur in the future.

D. If we use a collection agency or attorney to collect any money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or other requests for credit, you may contact our Customer Service Center by telephone or in writing. You must contact us within twenty (20) days after the date you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute your acceptance of the corresponding bill. Undisputed portions of a billing statement must be paid before the next billing statement is issued or you agree to pay an administrative fee for late payment. All payments for Services must be made directly by you to us. 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.

E. In addition to (and without limitation of) any amounts due for your Services and any other amounts due pursuant to any customer agreement(s) pursuant to which you are receiving Services and/or Equipment, you agree to pay the fees referenced below ("Fees") if and when applicable. DISH Network reserves the right to change these Fees, increase these Fees or add additional Fees at any time and from time to time, in our sole discretion upon notice to you.

Additional Outlet Programming Access Fee (monthly, per each tuner after first):.....	\$4.99	Overnight Delivery Fee:.....	\$18.00
DISH Network DVR Service Fee (monthly, per Digital Video Recording receiver):.....	\$4.98	Pay-Per-View Automated Fee:.....	\$1.00
Equipment Rental Fee (monthly, per leased receiver)	\$5.00	Pay-Per-View Live Operator Fee:.....	\$5.00
Late Payment Fee:.....	\$5.00	Restart Fee:.....	\$25.00
Live Operator Payment Fee:.....	\$5.00	Returned Payment Fee:.....	\$10.00
Offset Fee:.....	\$2.00	Service Access Fee (monthly):.....	\$5.00
		Smart Card Replacement Fee:.....	\$50.00
		Transaction Fee:.....	\$5.00

In the event billing is provided through a third-party billing agent, the above fees may differ.

F. Different or other payment and billing terms and conditions may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company. See Section 9.F below.

### 3. CANCELLATION OF SERVICE

A. Your Services will continue until cancelled or disconnected as provided herein. Unless previously disconnected, your subscription will be automatically renewed unless and until you contact us to cancel it as provided in the next paragraph.

B. You have the right to cancel your Services for any reason and at any time by notifying us via telephone, via e-mail or in writing, at the phone number, e-mail address or mailing address set forth in the first paragraph of this Agreement. Please be aware that certain promotions have an optional or mandatory term agreement period and if you cancel your Services prior to the expiration of that optional or mandatory term agreement period, certain early termination or cancellation fees may apply.

C. In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network has the right to disconnect your Services at any time without providing notice to you 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 customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment; (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 the terms and conditions of this Agreement or any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment; (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) any act of bankruptcy on your part or the commencement of bankruptcy proceedings against you.

D. If your Services are canceled or disconnected for any reason, you are still responsible for the payment of all outstanding balances accrued, including without limitation any applicable Fees.

E. You understand that, except in certain limited circumstances, charges for Services, once charged to your account, are nonrefundable and no refunds or credits will be provided in connection with the cancellation of subscriptions to Services. 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 understand and agree that you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

### 4. EQUIPMENT

A. In order to receive Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s), satellite antenna(s), low noise block converter(s) with integrated feed(s) and remote control(s) (collectively, "Equipment"). Receiver(s) provided to you may also be equipped with a conditional access card ("Smart Card") inserted into a slot in such receiver. Not all receivers with a Smart Card slot require Smart Cards for proper authorization. Smart Cards remain the property of DISH Network at all times and any tampering or other unauthorized modification to any Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return Smart Cards to us upon our request.

B. Smart Cards are non-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 was lost, damaged, defective or stolen, then we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply ("Smart Card Replacement Fee"). 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 event our overnight delivery fee ("Overnight Delivery Fee") will apply.

C. DISH Network reserves the rights to alter software, features and/or functionality in your DISH Network receivers, provide data and content to Personal Video Recorder/Digital Video Recorder ("PVR/DVR") products, store data and content on the hard drives of PVR/DVR products, and send electronic counter-measures to your DISH Network receivers, through periodic downloads. DISH Network will 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.

D. DISH Network's PVR/DVR Products allow you to record programming in digital format. Total 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. 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. DISH Network may, in its sole discretion, add, change or remove features of its PVR/DVR Products and, upon notice to you, introduce or change fees for the use of PVR/DVR Product features. DISH Network will notify you of any change that is within its reasonable control. Unless otherwise specified in the terms and conditions of the customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, we will charge you a monthly DISH Network DVR service fee ("DISH Network DVR Service Fee") for each PVR/DVR receiver activated on your account.

E. DISH Network receivers contain components and software that are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble 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.

F. To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to your same land-based telephone line. Failure to connect each receiver to your same land-based telephone line may result in interruption or disconnection of Services.

G. If 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 more 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.

H. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network 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 thereof, 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. Any attempt to transfer any of the rights, duties or obligations of this license agreement is null and void. 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 agreement, and DISH Network and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license agreement does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). If you breach any term or condition of this license agreement, this license agreement will automatically terminate.

## 5. LEASED EQUIPMENT

A. DISH Network may, from time to time, lease certain Equipment to subscribers. If you elect to lease Equipment from DISH Network, the terms and conditions of the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing such Equipment shall apply, which are in addition to (and without limitation of) the terms and conditions of this Agreement. Unless otherwise specified in such customer agreement(s): (i) such Equipment, except for the satellite antenna, shall at all times remain the sole and exclusive property of DISH Network and we will have the right, in our sole discretion, to provide or replace leased Equipment with new or reconditioned Equipment and to remove, or require the return of, such Equipment upon cancellation or disconnection of your Services for any reason and (ii) we will charge you a monthly equipment rental fee (an "Equipment Rental Fee") for each leased receiver activated on your account. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your realty. Our ownership of such Equipment may be displayed by notice contained on it. You shall have no right to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return, or change in the location of such Equipment shall be performed by us at our service rates in effect at the time of such service. You shall not attach any electrical or other devices to, or otherwise alter, any such Equipment without our prior written consent. We reserve the right to make such filings as may be determined to be necessary by us in our sole discretion to evidence our ownership rights in such Equipment, and you agree to execute any and all documents as may be so determined to be necessary for us to make such filings. 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. Upon termination of your Services, you must notify our Customer Service Center or call the telephone number set forth in the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing the applicable Equipment to schedule the return of your leased Equipment. If such Equipment is not returned undamaged and in working order, normal wear and tear excepted, certain charges will apply as described in the customer agreement(s) applicable to the lease promotion(s) pursuant to which you are leasing such Equipment. You are responsible for, and agree to pay, any costs of repair, replacement or other costs if you do not return such Equipment undamaged and in working order, normal wear and tear excepted.

C. You shall notify us promptly of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment shall 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

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.



## 7. LIMITATION OF OUR LIABILITY

A. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION IF SUCH INTERRUPTION OR 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 CONTROL.

B. 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 OF PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

C. 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 EXPRESSLY DISCLAIMED AND EXCLUDED.

D. IN NO EVENT SHALL WE, OUR THIRD PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

E. IT IS YOUR RESPONSIBILITY TO IMPOSE VIEWING RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. WE, OUR THIRD PARTY BILLING AGENTS, AND OUR AND THEIR AFFILIATES SHALL HAVE NO LIABILITY TO ANYONE DUE TO, OR BASED UPON, THE CONTENT OF ANY OF THE SERVICES FURNISHED TO YOU.

## 8. WARNING AGAINST PIRACY AND INFRINGEMENT

A. It is a violation of various U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can include imprisonment and civil damage awards of up to \$110,000 per violation.

B. Title 47, Section 605(e)4, United States Code (U.S.C.) 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 punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

## 9. GENERAL

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where your Equipment will be located and your Services will be provided. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where your Equipment is located, and telephone number. You may do this by notifying our Customer Service Center by telephone or in writing at the phone number or mailing or e-mail address set forth in the first paragraph of this Agreement.

B. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your billing statement, as a bill insert, via broadcast on a television channel, through publication on the website set forth in the first paragraph of this Agreement, by telephone or by any other reasonable means. If we send you notice by mail, on your billing statement or as a bill insert, it will be considered given when 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 in the first paragraph 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 in the first paragraph of this Agreement, and shall be deemed given when received by us at such mailing address.

C. 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. 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 consumer reporting agency. Please include the specific item of dispute and why you believe the information reported is in error in any such notice.

D. Personal Information. If you have an on-line account with us, you are fully responsible for maintaining the confidentiality of your password and account username and for all activities that occur under your password and/or account username. You agree to: (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.

E. 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 or Services, shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. These terms and conditions are 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 shall be 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.

F. 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, including without limitation, local telephone companies, may apply. For example (and without limitation), 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; our third-party billing agents may require you to pay all past due charges for Services, a restart Fee, and/or a prepayment before we reconnect your Services; 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 deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied 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. 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.

G. Remedies Cumulative. It is agreed that the rights and remedies provided under the terms and conditions of this Agreement to DISH Network in case of default or breach by you 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 by you 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 the terms and conditions of this Agreement. DISH Network may, however, change the terms and conditions of this Agreement at any time and from time to time in its sole discretion 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 shall continue thereafter until fully performed. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation any installation agreement or customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, 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, any and all prior DISH Network Residential Customer Agreements are hereby replaced and superseded in their entirety by this Agreement, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any conflict or inconsistency between the terms and conditions of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, the terms and conditions of such customer agreement(s) shall be controlling. In the event of any ambiguity between the terms and conditions of this Agreement and any customer agreement(s) applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination in its sole discretion concerning any issue arising from such ambiguity.

## STAYING LEGAL

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it 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 owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

This product may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

U.S. Patent No's 4631603, 4577216, 4819098 are licensed for limited Pay-Per-View only.

## FCC COMPLIANCE



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

### Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this

product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

## Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that: This device complies with Part 15 of the 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 reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 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.

## Signal Strength Present at the Television

The attenuator provided with the satellite receiver will limit the signal present at your television set to below the FCC signal strength limit of 75.6dBuV. If you choose not to install the provided attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

## Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your TV distribution equipment. When installing the over-the-air antenna, you must be careful to meet certain FCC regulations.

There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters, and amplifiers. The FCC requires that the isolation between the antenna port and the network port of your system meet the following:

- 80dB from 54 MHz to 216 MHz, at least
- 60dB from 216 MHz to 550 MHz and at least
- 55dB from 550 MHz to 806 MHz

Measuring the isolation of a device requires specialized equipment. In most cases, it is easier to purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer. The above requirements are extracted from 47CFR15.115. For the complete text please visit [WWW.FCC.GOV](http://WWW.FCC.GOV).






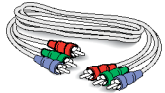


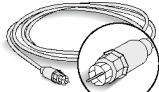


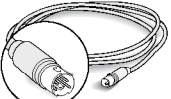
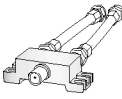



# AT&T Homezone

# QUICK INSTALLATION GUIDE

## AT&T Homezone 622HZ Receiver

### Package Contents

 AT&T Homezone™ Receiver		 Remote Controls and Batteries	 DSL Line Filter	Items below provided by the installer only if needed.  HDMI – DVI Adapter*  HDMI Cable*  Component Video Cable*
 802.11g Wireless Adapter*	 Coax Attenuator	 Coaxial Cable (RG-6)	 Composite A/V Cable	
 RF Antenna	 S-Video Cable	 Dish Pro Plus Separator Assembly	 Phone Cable (RJ-11)	

\*Your wireless adapter may look different.

### Getting Started

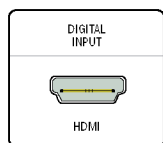
Welcome to AT&T Homezone™. A world of entertainment awaits, so let's get started!

#### STEP 1

##### CONNECTING TO THE PRIMARY TELEVISION (TV1)

Choose the best available option to connect your AT&T Homezone receiver's TV1 outputs to your primary television (TV1).

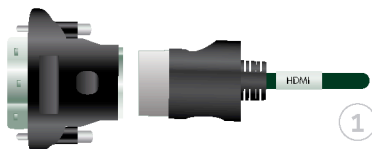
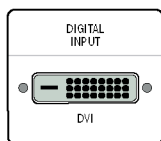
##### Option 1



If you have a HDTV or HD monitor, your receiver's HDMI digital audio/video output provides the best-quality digital audio and video using a single cable.

1. Connect the HDMI cable between the HDMI output on your receiver and the HDMI input on your TV.

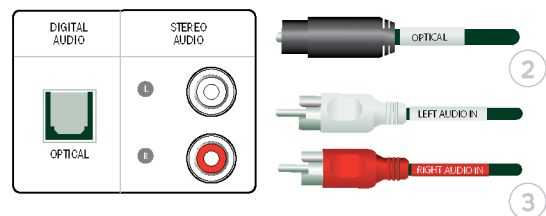
##### Option 2



If your HDTV only has a DVI digital video input, you can still use your HDMI connection.

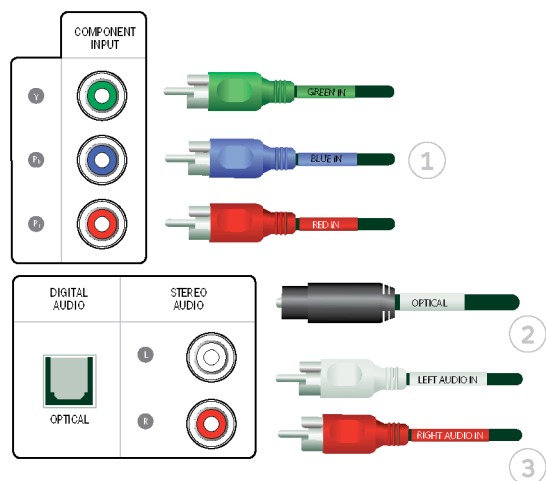
1. Connect the HDMI cable between the HDMI output on the receiver and the DVI input on your HDTV or monitor using the HDMI-DVI adapter.

## Option 2 cont'd



2. If available, connect an Optical (Toslink) Digital Audio cable (not included) between the DIGITAL AUDIO output on your receiver and the Optical Digital Audio input on your TV or A/V receiver.
3. If your HDTV or A/V receiver does not have an Optical Digital Audio input, connect the red and white stereo audio cables from the Composite A/V cable between the LINE AUDIO output on your receiver and the Stereo Audio input on your TV or A/V receiver.

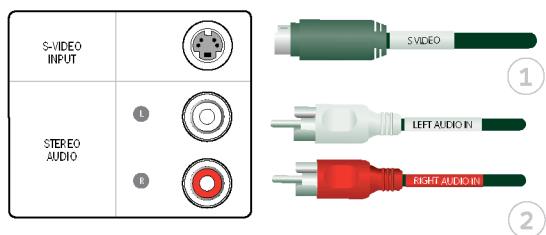
## Option 3



If your TV does not have a HDMI or DVI digital video input, the Component Video connection will still provide high-quality video for your television.

1. Connect the Component Video cable between the COMPONENT VIDEO (YPbPr) output on your receiver and the Component Video input on your TV.
2. If available, connect an Optical (Toslink) Digital Audio cable (not included) between the DIGITAL AUDIO output on your receiver and the Optical Digital Audio input on your TV or A/V receiver.
3. If your TV or A/V receiver does not have an Optical Digital Audio input, connect the red and white stereo audio cables from the Composite A/V cable between the LINE AUDIO output on your receiver and the Stereo Audio input on your TV or A/V receiver.

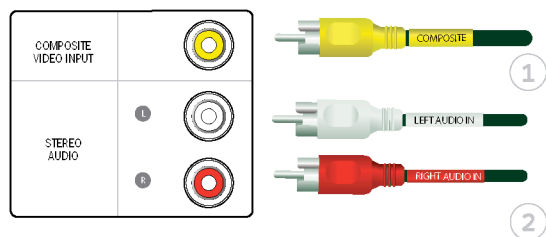
## Option 4



If your TV does not have a Component Video input, the S-Video connection will provide the best video connection for a standard-definition television.

1. Connect the S-Video cable (included) between the S-VIDEO output on your receiver and the S-Video input on your TV.
2. Connect the red and white stereo audio cables on the Composite A/V cable (included) between the LINE AUDIO output on your receiver and the Stereo Audio input on your TV.

## Option 5



If your TV does not have a S-Video input, use the Composite A/V connections.

1. Connect the yellow Composite Video cable on the Composite A/V cable between the COMPOSITE VIDEO output on your receiver and the Composite Video input on your TV.
2. Connect the red and white stereo audio cables on the Composite A/V cable between the LINE AUDIO output on your receiver and the Stereo Audio input on your TV.

## STEP 2

### CONNECTING THE SECOND TELEVISION (TV2)

Your receiver is capable of supporting a second television using the TV2 output.

1. Connect a coaxial cable between the UHF CH 21-69 OUT connector on the AT&T Homezone receiver and your in-home coaxial cable network or directly to the UHF input on your second television.
2. Connect your RF Remote Antenna to the RF REMOTE ANTENNA IN input on your receiver. Do NOT use any remote antenna other than the one included in your AT&T Homezone package.



## STEP 3

### CONNECTING TO YOUR DISH ANTENNA

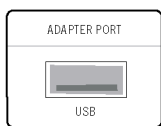
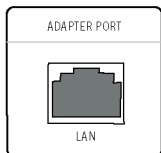
Connect two RG-6 coaxial cables between the SATELLITE IN 1 and SATELLITE IN 2 ports on the AT&T Homezone receiver's back panel and two available ports on either your switch or your LNBF in your existing system.

## STEP 4

### CONNECTING TO THE HOME NETWORK

Your Homezone receiver must be connected to your AT&T Wireless Gateway to access AT&T Yahoo! High Speed Internet- delivered services.

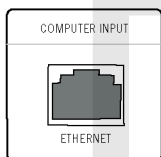
#### Option 1



Use the Wireless Adapter to connect wirelessly. If there is a unattached power cord included in the adapter's box, connect the power cord into the Wireless Adapter's POWER port and into an electrical outlet near the receiver.

1. If available, connect the Ethernet cable from the Wireless Adapter's LAN port to the back of the Homezone receiver's ETHERNET port. Confirm that the POWER and WIRELESS lights on the front of the adapter are now green. (The LAN light will not be green until you have completed the rest of the steps on this guide.)
2. If your Wireless Adapter does not have a ETHERNET cable, connect the provided USB cable from the Wireless Adapter to the back of the Homezone receiver's USB port. Confirm that the POWER and WIRELESS lights on the front of the adapter are now green.

#### Option 2

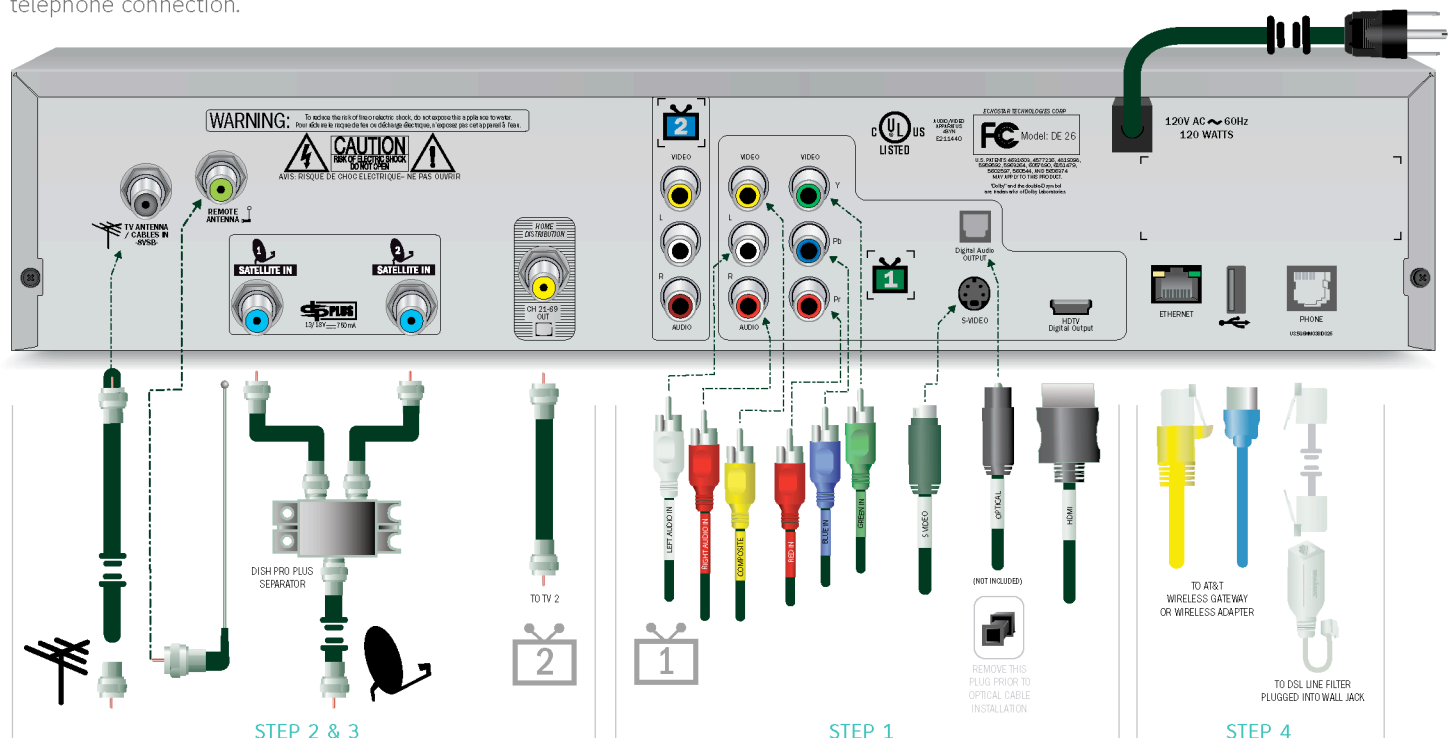


ETHERNET if you did not connect via Wireless.

1. Connect the Ethernet cable between the ETHERNET port on the back of your receiver and your Wireless Gateway or Ethernet wall jack.

### CONNECTING AN ACTIVE TELEPHONE LINE

You must keep your receiver connected to an active telephone line to order Pay-Per-View programs and use other AT&T Homezone features. Connect the phone cable between the PHONE LINE port on your receiver and a DSL line filter. Then connect the DSL line filter to an active telephone connection.



## STEP 5

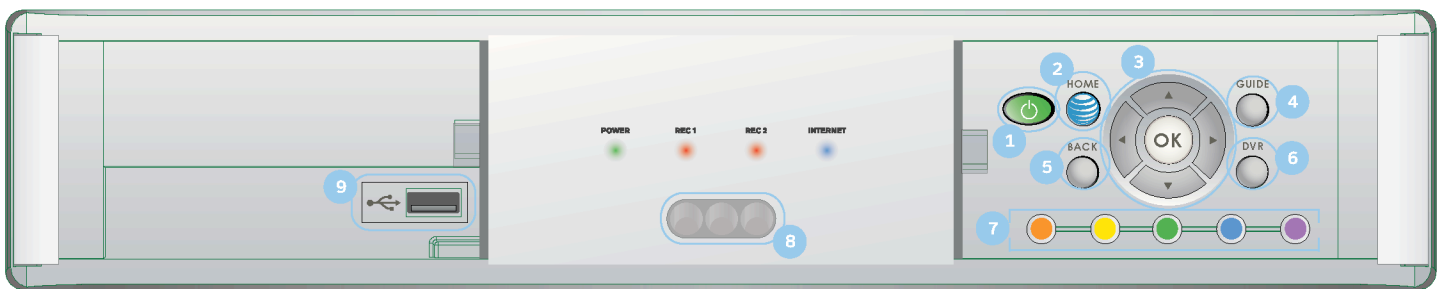
### ON-SCREEN SETUP

Follow the on-screen prompts to set up your AT&T Homezone services and complete installation.

## Additional Information

More information related to the AT&T Homezone receiver and services can be found in the included Feature Guide or online at [www.att.com/homezone](http://www.att.com/homezone).

# USING YOUR RECEIVER



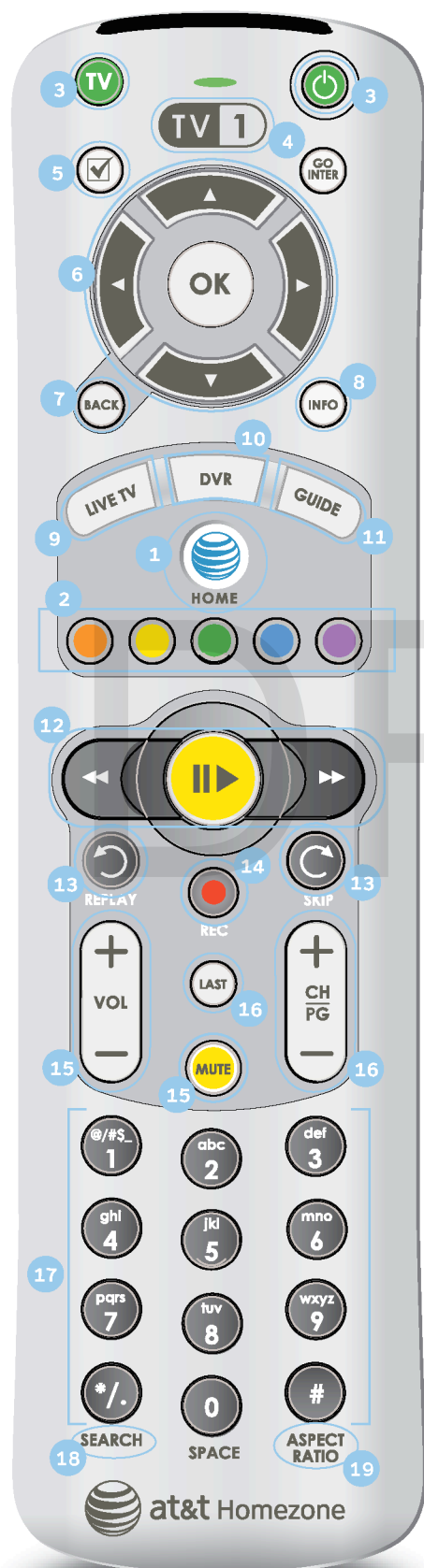
Your AT&T Homezone receiver lets you enjoy AT&T DISH Network satellite service for superior television and pay-per-view programming. It supports two televisions independently, so you can take advantage of AT&T Homezone features from two different rooms at the same time.

AT&T Homezone also brings the AT&T Yahoo! High Speed Internet into your living room to enable movie downloads, easy access to your AT&T Yahoo! Photos and LAUNCHcast radio stations, and more. Your receiver's High Speed Internet connection even allows you to access Homezone services from outside the home using a web browser or mobile phone.

Below is a list of your AT&T Homezone receiver's front panel control functions which you may use if your remote is ever misplaced:

- 1 Put the receiver in standby mode.
- 2 Access the Home Menu to select TV, Movies, Music, Photos, or Settings.
- 3 Navigate menus in the on-screen experience. Select OK when the desired menu item is highlighted.
- 4 Use the Guide to view TV Program Guide information.
- 5 Go Back to the previous screen.
- 6 Record a program to your DVR.
- 7 Select TV, Movies, Music, Photos, and Settings from the Home Menu. Perform a variety of actions specific to each screen.
- 8 The IR receiver accepts incoming commands from the TV1 remote control.
- 9 Plug your digital camera or memory card reader directly into the USB connector on the front of the receiver to upload and view digital photos.

# USING YOUR REMOTE



- 1 Use **HOME** to view the Home Menu and access AT&T Homezone features like TV, Movies, Music, Photos and Settings.
- 2 Use the colored activity keys to perform a variety of actions specific to each screen.
- 3 Use **TV** to place your AT&T Homezone receiver into standby mode; **TV** turns your television on and off.
- 4 Your **TV1** remote controls the content viewed on the main TV (TV1) connected to your AT&T Homezone receiver. The **TV2** remote controls the content viewed on your secondary TV (TV2).
- 5 Press ☒ to select an item on a page. Hold down ☒ to select all.
- 6 Use the Navigation Keys to move up, down, left, and right in any menu. Select **OK** when the desired menu item is highlighted.
- 7 Go **BACK** to the previous screen.
- 8 Get **INFO** on the television program you are viewing.
- 9 View **LIVE TV** instantly.
- 10 Select **DVR** to see a list of programs you recorded.
- 11 Use the **GUIDE** to view TV Program Guide information.
- 12 Pause and Play Live TV, recorded programs, movies, or music. Press the rewind or fast forward buttons twice quickly to increase the speed of the action.
- 13 **REPLAY** the last 10 seconds, or **SKIP** ahead 30 seconds.
- 14 Use **RECORD** to record a television program to your DVR.
- 15 Use **VOL** to adjust the volume up or down on your television. You can also **MUTE** the sound entirely.
- 16 Use **CH** to change television channels and **LAST** to return to the last channel you were viewing. Scroll through several items at a time using **PG**.
- 17 Numerically navigate to a TV channel.
- 18 Use **\*/.** to **SEARCH** options within tv, movies, or music.
- 19 Use **ASPECT RATIO #** to optimize the display of programs on your television. Pressing this button cycles through aspect ratio formats that are available for your currently tuned program based on the content format.

# Remote Control Programming



## DISTINGUISHING REMOTE CONTROL 1 AND REMOTE CONTROL 2

The receiver is capable of supporting two televisions simultaneously and is therefore supplied with two distinct remote controls. Each remote control is identified at the top as “TV 1” or “TV 2” just below the TV and standby buttons.

### TV1 Remote Control

The TV1 remote control will control the nearby television (TV1), which is typically located where the RECEIVER resides. This remote control uses infra-red (IR) signals to control the receiver and your TV1 on-screen experience, and requires unobstructed, line-of-sight use with the receiver.

### TV2 Remote Control


The TV2 remote control will control a second television (TV2), which is connected via coaxial cable to the receiver. This remote uses RF signals, which can travel long distances and go through walls. The TV2 remote control is able to control the receiver and your TV2 on-screen experience from anywhere in your home up to 200 feet away.

## PROGRAMMING YOUR REMOTE TO CONTROL TELEVISION AND AUDIO DEVICES

Each remote control is capable of controlling not only the Homezone receiver, but also your television and other audio devices (i.e., stereo receiver or surround-sound system).



### Programming Your Remote to Control a Television

#### Manual Programming

1. Turn on the television using the device’s front panel or its remote control.
2. On your Homezone remote, press and hold the  button for 3 seconds to enter the remote into the programming mode.
3. After 3 seconds the indicating LED will blink twice and stay on.
4. Press the **TV** power button.
5. Locate and input the Code Number(s) associated with your television’s manufacturer in **Table 1**. If there are several listed, start with the first Code Number. After each key press, the indicating LED will reverse blink.
6. Press the **#** button. (If you entered the code correctly, the LED will blink three times and switch off).
7. If an invalid ID is entered the indicating LED will switch off. The previously programmed code is retained.

8. Try turning off the television by pressing the **TV** button on your Homezone remote. If the television does not turn off, repeat steps 2-5 or go to “Scan Mode” programming below.
9. Turn the television back on and try **VOL +**, **VOL -**, and **MUTE** to make sure they work. If the code number works, stop here.
10. If the code number does not work, repeat steps 2-5 with the next code in the table. If you cannot find a code number that works, try “Scan Mode” programming.


#### “Scan Mode” Programming

1. Press and hold the  button for 3 seconds to enter the remote into the scan mode.
2. After 3 seconds the indicating LED will blink twice and stay on.
3. Press the **TV** power button to place the remote into TV programming mode.
4. Press the  button to place the remote into code-scan mode.
5. Press the **▲▼** repeatedly until the TV turns off.
6. Press the **#** button.
7. You can now use the remote to control power, volume, and mute functions of the television.

### Programming Your Remote to Control an Audio Device

NOTE: If you would like to control your TV and Audio device, program your TV first and then follow the below instructions to program your Audio device.

#### Manual Programming

1. Turn on the audio device using the device’s front panel or its remote control.
2. On your Homezone remote, press and hold the  button for 3 seconds to enter the remote into the programming mode.
3. After 3 seconds the indicating LED will blink twice and stay on.
4. Press the **TV** power button.
5. Locate and input the Code Number(s) associated with your television’s manufacturer in **Table 2**. If there are several listed, start with the first Code Number. After each key press, the indicating LED will reverse blink.
6. Press the **#** button. (If you entered the code correctly, the LED will blink three times and switch off).
7. If an invalid ID is entered the indicating LED will switch off. The previously programmed code is retained.
8. Try turning off the television by pressing the **TV** button on your Homezone remote. If the television does not turn off, repeat steps 2-5 or go to “Scan Mode” programming below.
9. Turn the television back on and try **VOL +**, **VOL -**, and **MUTE** to make sure they work. If the code number works, stop here.
10. If the code number does not work, repeat steps 2-5 with the next code in the table. If you cannot find a code number that works, try “Scan Mode” programming.

#### “Scan Mode” Programming



1. Press and hold the  button for 3 seconds to enter the remote into the scan mode.
2. After 3 seconds the indicating LED will blink twice and stay on.
3. Press the **TV** power button to place the remote into TV programming mode.
4. Press the  button to place the remote into code-scan mode.
5. Press the **▲▼** repeatedly until the TV turns off.
6. Press the **#** button.
7. You can now use the remote to control power, volume, and mute functions of your Audio Device.

TABLE 1 Television Device Code Numbers

Abex	230	Fisher	542 590 683	Magnavox	506 520 525 536 566 567 568 573 610 652 654 656 723 724 729 762 818 887 888	Pioneer	502 548 576 636 637 648 652 654 708
Action	662	Fortress	573			Portland	505 526 573 652 653 654 658 727
Admiral	521 605 675	Fujitsu	534 682 694	Majestic	675	Price Club	680
Aiko	727	Funai	534 541 657 662 682 694	Marantz	506 566 573 652 654	Prism	676
Akai	570 573					Proscan	645 646 650 691 725 742 857
Alleron	682	Futuretech	541 657 694	Megatron	627 654	Proton	513 519 526 536 585 627 652 654 655
A-Mark	620	GE	508 509 543 544 630 645 646 650 651 652 654 676 690 691 698 701 715 716 725 728 742 779 809 859	Memorex	590 627 653 654 675 683 720	Pro View	902
Amtron	657			MGA	504 505 506 542 571 573 627 652 653 654 656 728	Pulsar	501 652
Anam National	509 541 620 651 657 698	General Electric	627	Midland	501 646 658 676 725 730	Quasar	508 509 651 676 698 700 860 861 862 895 896
AOC	505 506 519 520 573 620 627 652 653 654	Gibraltar	501 652	Mitsubishi	504 505 542 570 571 572 573 597 623 627 652 653 654 656 705 728 787 799 804	Radio Shack	526 541 590 607 612 645 662 683 698
Apex	743 744 745 757 814 815	Goldstar	505 523 526 545 546 566 573 652 653 654 655 656 658 693 730			Radio Shack /Realistic	590 607 650 652 654 655 657 658 683 730
Archer	620			Mitsui	769	RCA	503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 691 698 701 708 715 716 725 742 749 763 776 805 830 831 832 863 864
Audiovox	620 657 662	Granada	627	Montgomery Ward	675	Realistic	590 645 683
Baycraft	536	Grand	627	Motorola	521 605 651	Runco	501
Belcor	652	Grunpy	657 682	MTC	505 506 516 523 573 627 652 653 654 680	Sampo	506 519 652 654 658 698 730 746
Bell & Howell	590 675 683	Hallmark	627 652 654			Samsung	505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 680 704 717 730 738 755 833 858 897
Bradford	657	Harmon/Kardon	561	Multitech	657	Samwon	620
Brockwood	627 652	Harvard	657	NAD	502 617 627 631 635 637 654	Sansui	754 834
Broksonic	562 748 752	Hinari	534	National	509	Sanyo	542 590 652 683
Candle	506 523 525 536 627 652 654	Hitachi	523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 702 718 726 786 788 789 790 791 792 801 802	NEC	505 506 507 517 523 573 627 651 652 653 654 731 732	SBR	566
Candle/Citizen	573			Nikkai	612	Schneider	566
Capehart	519 627	IMA	657	Nikko	654 727	Scotch	654
Circuit City	627	Infinity	566	Normandic	717	Scott	526 534 541 600 652 654 655 657 662 682 696 701
Citizen	506 516 523 524 525 526 590 652 654 657 658 680 727	JBL	566	Novabeam	561	Sears	523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 682 683 688 691 703 725 726
Colortyme	573 627 652 654	JC Penney	505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 676 680 690 691 701 725 726 728 730 556 573 652 654	NTC	727	Seimitsu	627
Concerto	523 652 654			Nyon	701	Sharp	521 526 585 605 607 628 629 652 654 655 658 739 740 741 777 794 803 835 836 898
Contec Cony	662	Jensen	556 573 652 654	Olevia	766 773	Shogun	652
Contec/Cony	541 655 657 726	JVC	508 557 559 642 649 655 676 726 735 736 737 812 817	Onwa	541 657	Signature	675
Craig	536 541 657 662 694			Optimus	637	Silver	573
Crown	526 536 657	Kawasho	548 561 573 652 654	Optonica	521 605 607	Simpson	525
Curtis Mathes	506 516 526 573 590 641 645 650 652 654 658 680 683 703 708	Kenwood	506 573 652 654 656	Orion	694	Solavox	612
		Kloss	561 610	Osaki	612		
CXC	541 657 662	Kloss Novabeam	657 698 723 724	Panasonic	508 509 512 566 644 651 662 676 685 689 698 700 716 734 761 765 780 784 811 819 820 821 822 823 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 889 890 900		
Cytron	903 904	KTV	526 541 573 657 658 662 696				
Daewoo	505 524 526 529 530 531 573 630 652 653 654 658 684 698 719 727 816	LG	653 766	Philco	505 506 525 536 568 573 610 651 652 653 654 655 656 723 724 729		
Daytron	526 627 652 654 658	Lloyds	627	Philips	525 566 651 652 655 656 690 723 724 729 770 782 824 825 826 827 828 891 892 893 894		
Dell	772 773 774	Lloytron	526				
Dimensia	645 650	Loewe	566	Philips Magnavox	782 826 827 828 829		
Dixi	566 620	Logik	675	Pilot	652 658		
Dumont	501 627 652	Luxman	523 652 654				
Echostar	722	LXI	563 566 590 595 617 631 635 645 646 650 654 683 691 701 725				
Electrohome	526 573 651 652 654 656 709 728	M. Wards	500 505 506 534 543 567 568				
Emerson	526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 662 682 683 692 696 699 720 816	Magnasonic	573				
Envision	506 573 652 654						



## TABLE 2 Audio Device Code Numbers

Aiwa	636 641 656 687 718 720 724 725 726	Panasonic	643 644 652 783 797 798 799 808 810 815 816 817 818 819 820 821 822 824 825 826 833 836 837 838 839
BOSE	761 780	Pioneer	658 667 668 679 702 767 770 772 779 802 806 844
Carver	653	Proton	654 705
Citizen	709	Quasar	652
Denon	647 674 759 760 762 807 809 814 835	RCA	635 638 704 727
Fisher	653	Sharp	712 713 714 715
GE	711	Sherwood	646 670
Goldstar	677 690	Sony	639 645 687 728 729 730 765 766 769 771 773 775 776 777 778 781 782 784 787 789 793 794 803 811 812 813
Harman Kardon	640 751	Soundmatters	763
Harmony/Kardon	672	Teac	684
Hitachi	717	Technic	652
JBL	640	Technics	643 644 652 768 804 805 843
JVC	637 683 703 725 786 827	Toshiba	710
Kenwood	676 691 726 728 774 795 828 829 830 831 832 840 842	Victor	703
Magnavox	654 705	Yamaha	663 730 731 732 733 823 834 841
Marantz	651 764		
Nakamichi	671		
NEC	716		
Onkyo	642 660 662 678 785 788 790 791 792 796 801		
Optimus	648 664		

Sony	500 578 640 690 758 781 783 795 796 797 798 806 807 808 810 837 838 839 840 841 842 843 844 845	Tera	513
Soundesign	525 536 541 627 652 654 657 682	Thomas	627
Spectricon	520 620	Thompson	709
Squareview	694	TMK	523 573 627 652 654
SSS	505 541 573 652 657	Toshiba	516 590 617 631 635 680 683 688 750 771 785 793 847 848 849 850 851 852 853 854 855 856 865 866
Starlite	657	Totevision	526 658
Supra	523	Toyomenko	627
SVA	901 905	Universal	543 690
Sylvania	506 525 536 566 568 569 573 600 610 652 654 656 723 724 729 733 756 764	Vector Research	506
Symphonic	632 657 662 692 694 846	Victor	557
Tandy	521 605	Video Concepts	570
Tatung	509 651 698	Vidtech	505 573 627 652 653 654
Technics	508 676	Viewsonic	760
Techwood	523 573 652 654 676	Wards	536 573 607 645 650 652 653 654 656 675 682 690 715 723 724 729
Teknika	504 505 512 516 523 524 525 526 534 536 541 573 644 652 653 654 655 657 658 662 675 680 682 685 726 727	White Westinghouse	816
		Yamaha	505 506 573 652 653 654 656
		York	627
		Zenith	501 520 639 652 675 693 775 778 813 899
		Zonda	620

### Declaration of Conformity

This device complies with Part 15 of the 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. You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Trade Name: xxxxxxxxxxxx

Responsible Party: EchoStar, xxx-xxx-xxx

Address: xxxxxxxxxxxx

Questions? Visit [www.att.com/homezone](http://www.att.com/homezone) or call **1.800.ATT.2020 (1.800.288.2020)** for more info.



The AT&T Homezone receiver is powered by the 2Wire MediaPortal® platform, combining the best of AT&T | DISH Network satellite service and AT&T Yahoo! High Speed Internet service, delivering a unique entertainment experience.