

WELCOME TO DISH

TV THAT'S TUNED IN TO YOU™



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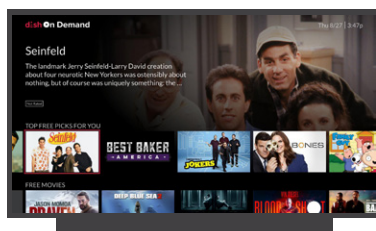
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Top 10 Tips to Get Started With Your DISH Service

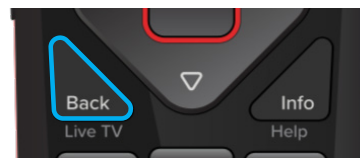
This guide contains everything you need to know about your new DISH service! If you're short on time, or if you just want a few basics, look to these tips to start watching TV immediately.

- 1 Make sure your receiver is connected to the internet so you can use the voice feature on your remote, and access On Demand and apps. To connect, tune to channel 300 and follow the onscreen prompts.



- 2 Press and hold the **Microphone** button on your remote and speak anything you want to watch, like a show, movie, sports team, or actor. Select your result to watch it now or record if it's airing in the future. You can also open apps or On Demand. See page 7 for more info.

- 3 Some remote buttons perform more than one action. Press **Back** once to go back one screen in any menu. Press and hold that button to exit back to live TV. See page 6 for more info.

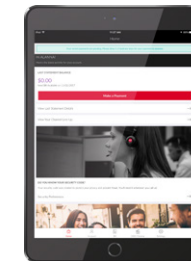


- 4 Create shortcuts with the **Diamond** buttons on your remote. Press and hold a **Diamond** button and choose what you want to do with it, like record a show, go to On Demand, launch apps, and more!



- 5 Customize your receiver to your personal preferences. Press **Home** twice on your remote, and then select the Settings tile. See page 20 for more info.

- 6 Take full control of your DISH service by downloading the MyDISH app from the apple App Store or Google Play. Pay your bill, enroll in AutoPay, and more.



- 7 If you lose the remote, just press the **Locate Remote** button on the front of your receiver. Your remote will beep to help you find it.




- 8 If you see a black, blue, or snowy screen, you may be on the wrong input for watching TV. On your TV, press the **Input** or **Source** button until you see DISH programming.

- 9 Resetting your receiver will often resolve any issues you may experience. To do this, press **Home** three times on your remote. Select Tools, and then the Reset option.



- 10 If you ever need help, we're only a chat or call away. Contact us anytime online or by phone!

 mydish.com/chat

 800-333-3474

Your Remote

Your remote control makes it easy for you to watch, search, and record programming. Here's a quick overview of the basics to get you started.

Voice Commands

Find what you're looking for by pressing and holding the **Microphone** button, speaking into the microphone, and then releasing the button. See voice-command examples on the next page.

Note: Your receiver must be connected to the Internet to use voice control. If needed, see page 22 for instructions.



Whenever you see this icon, press and hold **INFO/HELP** on your remote to access additional assistance on your TV.

Key Buttons On Your Remote

Power

Turn your TV, DISH receiver, and other compatible devices on and off.

Home

Easily find shows, movies, and sports that are live, on your DVR, or On Demand—all in one place.

DVR

View your recorded shows and scheduled recordings. See page 12 for adding a DVR to a Wally.

Guide

See what's on now and what's coming up.

Options

Access additional options and features in the current menu.

Back

Jump back one screen at a time or press and hold to return to live TV.

Info

Press to get more information about a program. Hold to get quick tips and tricks in most menus.

Skip Backward

Jump back 10 seconds at a time or press and hold to rewind.

Pause/Play

Pause or resume live or On Demand content.

Skip Forward

Jump forward 30 seconds at a time or press and hold to fast-forward.

Recall

While watching TV, press to tune to channels you have watched recently.

Diamond Button

Press and hold this button to turn closed captioning on and off, launch apps, turn on picture and picture, and more.

Double-Diamond Button

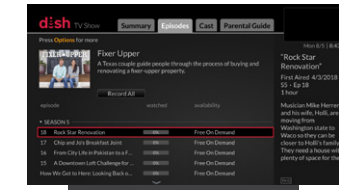
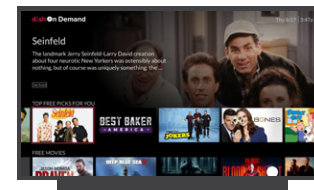
You can press and hold this button to personalize it, too!

Integrated Search

Just Speak Your Mind to Start Searching

By using voice control on your receiver, you can find what you want. Fast. And with the Google Assistant on your receiver, you can turn your TV into a smart entertainment center. Just press the **Microphone** button on your remote to activate voice control.

Enjoy Entertainment



- Quickly open apps like The Weather Channel and On Demand
Examples: "Go To On Demand"

- Change the channel by name or number.
Examples: "Go to channel 140" or "Tune to ESPN"

- Find your programming by searching for an actor, genre, movie, show name, sports team, or year.
Examples: "Fixer Upper," "Denver Broncos," or "Avengers"

Get Answers

Ask a question, such as:

- "What's the weather like today?"
- "How's traffic to work?*"
- "Find a nearby pizzeria"
- "How far is the moon?"

Manage Daily Tasks*

Get help organizing your life! You can:

- "Add bananas to my shopping list"
- "Add doctor's appointment to my calendar"
- "Dim the living room lights"
- "Lock the front door"
- "Set the thermostat to 72 degrees"

*Your Google account must be linked to your receiver to use these types of commands. Just follow the onscreen prompts when you activate the Google Assistant to add this functionality.

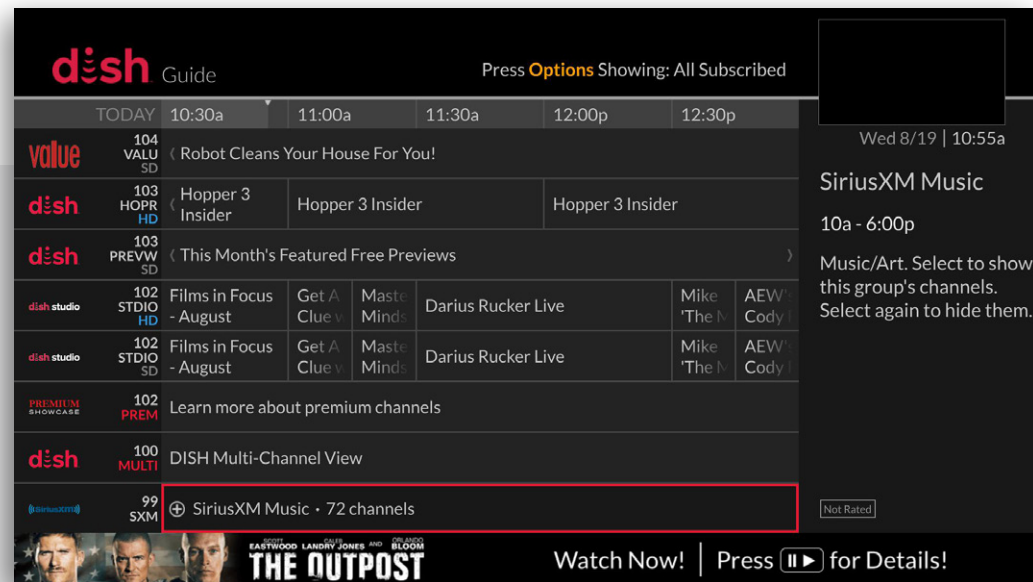
To learn how to link your Google account and/or to see more voice commands, visit mydish.com/support/googleassistant.

Google and YouTube are trademarks of Google LLC.

Guide

See What's On Right Now and What's Coming Up In the Next Nine Days

Your receiver's high-definition guide comes complete with full listings for all your channels.



Access the Guide

- Press **Guide** on your remote control.
- Use **Channel up** and **Channel down** to navigate, or enter a channel number to go directly to that channel.

Customize the Guide

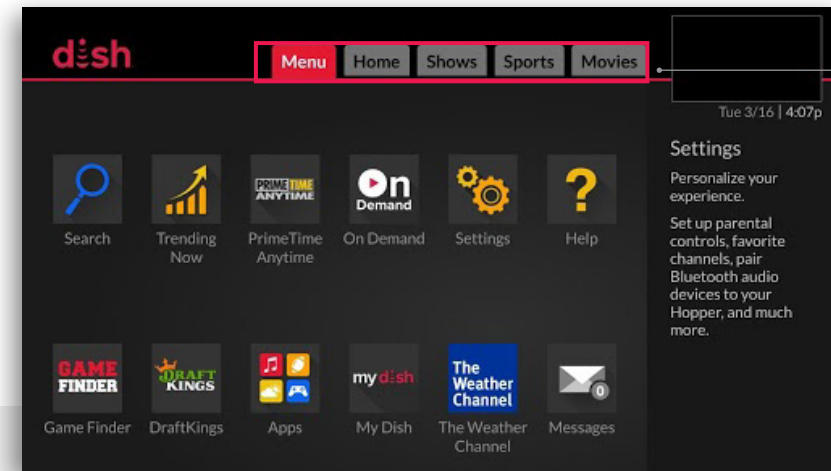
When in the Guide, simply press **Options** on your remote to customize your Guide experience:

- **Create Favorite Channel Lists** – Every member of your family can create their list of favorite channels so only those channels appear when browsing in the Guide.
- **Only See Channels You Subscribe To** – Display all DISH channels or just the channels you subscribe to with the All Subscribe option.
- **Access Your Guide Settings** – With the Guide Settings option, you can make text larger, change the order networks are listed, hide adult channels, and more.

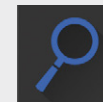


Get the lowdown on creating a Favorites list at youtube.com/user/dish

Menu



The top of the screen serves as your orientation guide. The gray tab shows what content category you are currently in. The middle of your screen is navigable space. Use your remote to highlight the feature you wish to access and press **Select**.



Search

Quickly find what you're looking for. Search by movie title, TV show, or actor name.



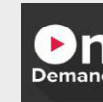
Trending

See what everyone is watching locally and nationally, so you never miss another big event.



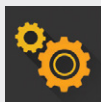
PrimeTime Anytime*

This exclusive feature lets you record every primetime show on ABC, CBS, FOX, and NBC.



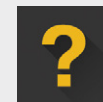
On Demand

Select from thousands of movies and TV series, from new releases to free On Demand.



Settings

Personalize your TV experience and get the most out of your receiver.



Help

Watch helpful support videos and maximize your entertainment.



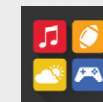
GameFinder

Follow the most exciting games and get up-to-the-minute box scores.



DraftKings

Win cash prizes while watching the sports you love.



Apps

Enjoy news, sports, and entertainment apps.



MyDISH

Manage your DISH account, see recent pay-per-view and On Demand purchases, and more.

* Not available on Wally or Hopper Duo

Home

It's your starting point for quickly discovering what's on now and what's coming up next.

Access the Home Screen

To access the Home screen, press **Home** on your remote.

Content Tabs

Content tabs help you quickly find the programming you're searching for – from sports to shows and movies. Press **Skip Forward** or **Skip Back** on your remote to cycle between content tabs on any screen.

The screenshot shows the Dish TV Home screen interface. At the top left is the Dish logo. To its right are navigation tabs: Menu, Home (highlighted), Shows, Sports, and Movies. Below the tabs, the current date and time are displayed: Fri 8/28 | 8:46a. The main content area is divided into two sections: 'MY CHANNELS ON NOW' and 'MY RECORDINGS'. 'MY CHANNELS ON NOW' features a row of six channel thumbnails: FOOD 110 (highlighted with a red border), KUSA 009-..., GMSHW 1..., KDVR 031-..., DOGTV 285, and COOH. 'MY RECORDINGS' features a row of six recording thumbnails: PrimeTime..., Formula O..., Formula O..., Pitch Perfect, On the Basi..., and Mr. R. To the right of these thumbnails, a detailed view for 'Food Paradise' is shown, including the title, episode information ('BBQ Paradise 3', S1 - Ep1, 7/22/14), and broadcast time ('On Now • 8 - 9:00a'). Below this is a descriptive text: 'Highlighting the best barbecue found in the U.S., including fall-off-the-bone beef ribs in Austin, smoky chicken in a tangy white sauce in St. Louis, and melt-in-your-mouth smoke...'. At the bottom of the screen, there is a 'MENU' section with a 'See All' button and a row of channel icons. In the bottom right corner, there are icons for HD, CC, D, and TV-G.

TV YOU LOVE

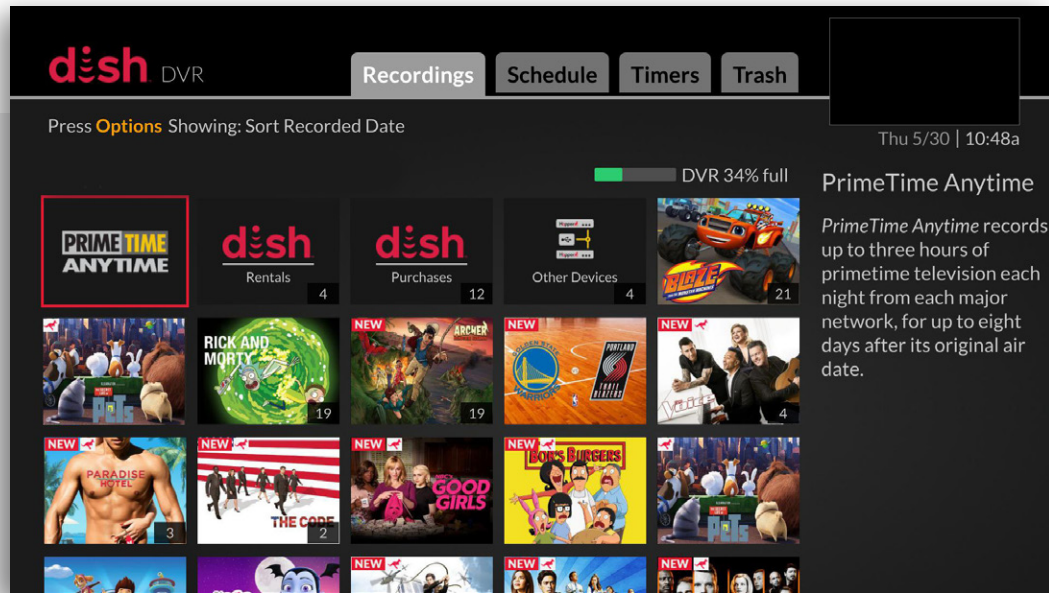


Your DVR

Store All of the Laughs, Touchdowns, and Explosions

Just press DVR on your remote to view your recordings.

If you have a Wally, you need to purchase an external hard drive, connect it to your receiver, and call DISH at 800-333-3474 to enable the DVR feature for a one-time fee. Visit mydish.com/ehd for more information.



Recordings

View your entire library of recorded content.

Schedule

See which programs are scheduled to record each day.

Timers

See and manage your complete list of scheduled recordings.

Trash

Access programs in the trash, then press the **Options** button to restore or delete them.

QUICK TIP

To record:

- Press and hold the **Microphone** button and speak what you want to watch. Choose the desired result, and then record if available.
- From Live TV, press **Select** then choose **Record**.
- From the Guide, highlight the program you wish to record, press **Select** then **Record This**.

Apps Available on DISH

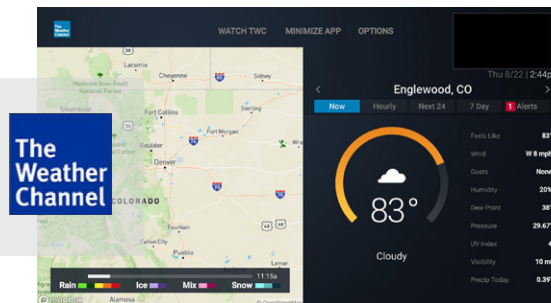
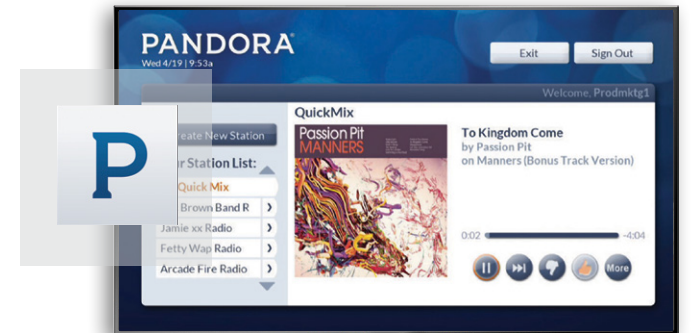
Turn Any TV Into a Smart TV

Your receiver brings the best of the web to your TV. The Apps menu helps you find games, listen to music, and keep up with the latest in sports, news, and entertainment. You can even turn your TV into a smart TV with smart-home features, like connecting your Google Nest Hello Doorbell to your receiver.

To see all available apps, Press **Home** on your remote twice, and then select the Apps tile.

Pandora

Enjoy free, personalized radio that plays music you'll love. Discover new music and enjoy old favorites!



The Weather Channel

See weather forecasts, stories, and expert insights from the most trusted source in weather.



NETFLIX

Netflix

No more switching inputs or juggling remotes.

Simply press **Home** on your remote, then scroll and select the Netflix app*. Or visit **Channel 302** in the guide.

Integrated search.

Search for Netflix movies and shows by pressing the **Microphone** button on your remote.

**Netflix streaming membership required. Not available on Hopper 1.*

More Entertainment

Check out other favorite apps available on select receivers: YouTube and Prime Video on Hopper 3 and Hopper w/Sling.



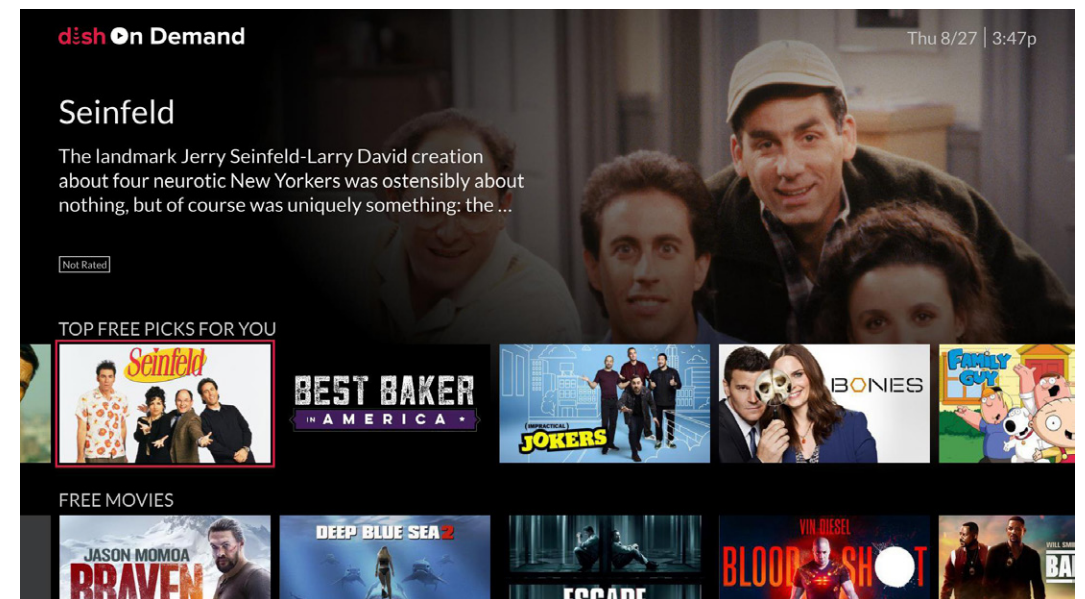
Get the lowdown on apps available with DISH at youtube.com/user/dish

On Demand

Instantly watch your favorite shows and movies. Thousands of them!

On Demand allows you to watch thousands of movie titles and TV series whenever you want. Your On Demand is sorted into shelves, which group content into convenient categories, such as Free Movies, Movies for Rent, Content For Kids, and more.

To access On Demand, go to channel 300, or press and hold the **Microphone** button and say "On Demand" into your Voice Remote.



QUICK TIP

Watch Online

Visit dishanywhere.com to stream content to your computer, tablet, or mobile device. Just click "Create Online ID" or enter your DISH Online ID and password to log in.

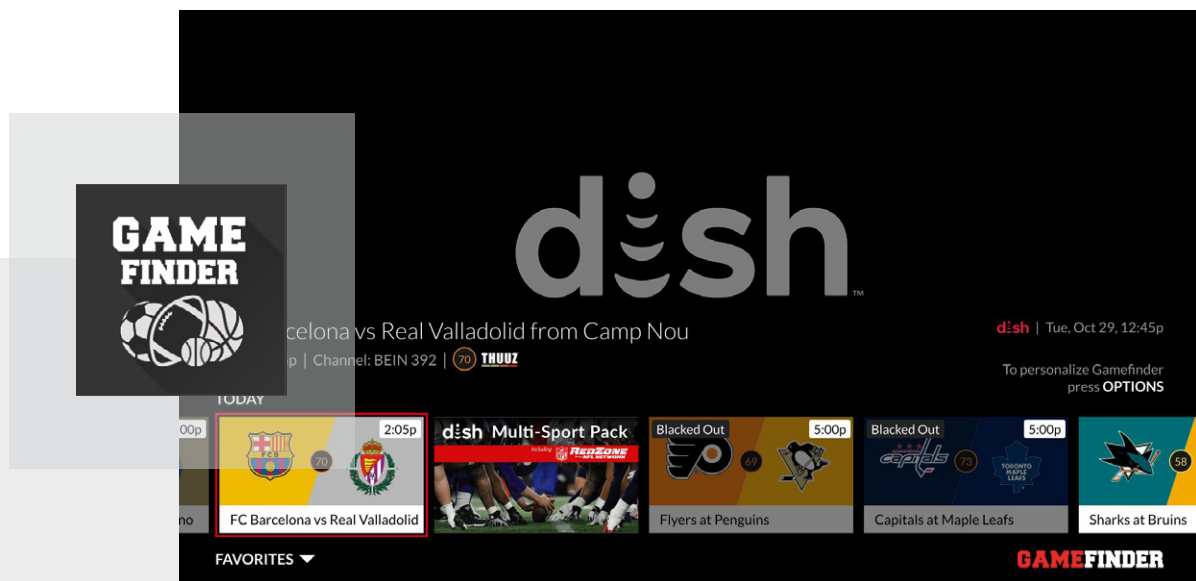
Download the App

Get the DISH Anywhere app for iOS, Android, or Kindle Fire HDX. To watch offline, simply transfer your DVR recordings to your device.

Game Finder

Watch sports like a pro!

DISH's sports discovery app aggregates scores across every network, making it easy to find the most exciting games on TV.



Customize your experience with the teams and sports that matter to you.

View the latest matchups and what channels they're on, and schedule recordings and reminders.

On game day, Thuuz ratings will alert you to the action, as games unfurl across the NFL, MLB, NBA, NHL, and college sports.

To load Game Finder, enter **Ch. 152** in the **Guide**, then select the **Game Finder** option.



Get the lowdown on Game Finder with DISH at youtube.com/user/dish

OnDISH Magazine

Join the thousands of other DISH subscribers who can't live without their **ONDISH Magazine!**



Every issue includes:

- Exclusive **alerts on free previews** for networks you may want to try
- **How-to guides** to get the most out of your DISH service
- Special inside access and features on **what's new on TV**
- Easy-to-use **channel directories** organized both alphabetically and numerically

2 Easy Ways to Add **OnDISH Magazine** & Get 50% Off

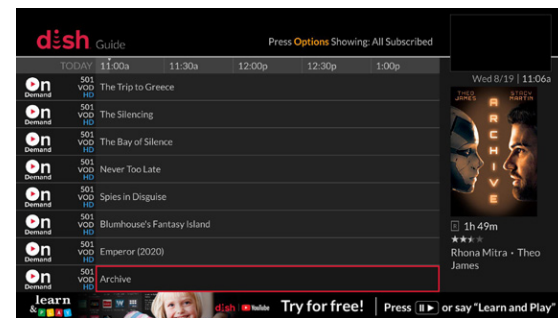
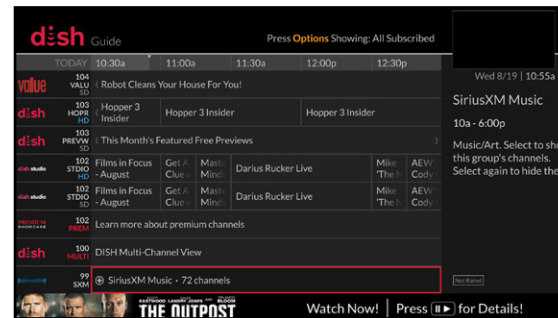
- Call 800-333-3474
- Log in to your mydish.com account and select "My Programming," "Add-On," and then **OnDISH Magazine**

Your Channels

Channel Breakdown

What do you want to watch? Here's a quick reference to the channel categories in your guide so you can start browsing right away.

- 2 - 70 Locals
- 100's General Entertainment
(Food Network, HGTV, ESPN, etc.)
- 200's News, Shopping
- 300's Movies
- 400's Sports/RSNs
- 500's On Demand



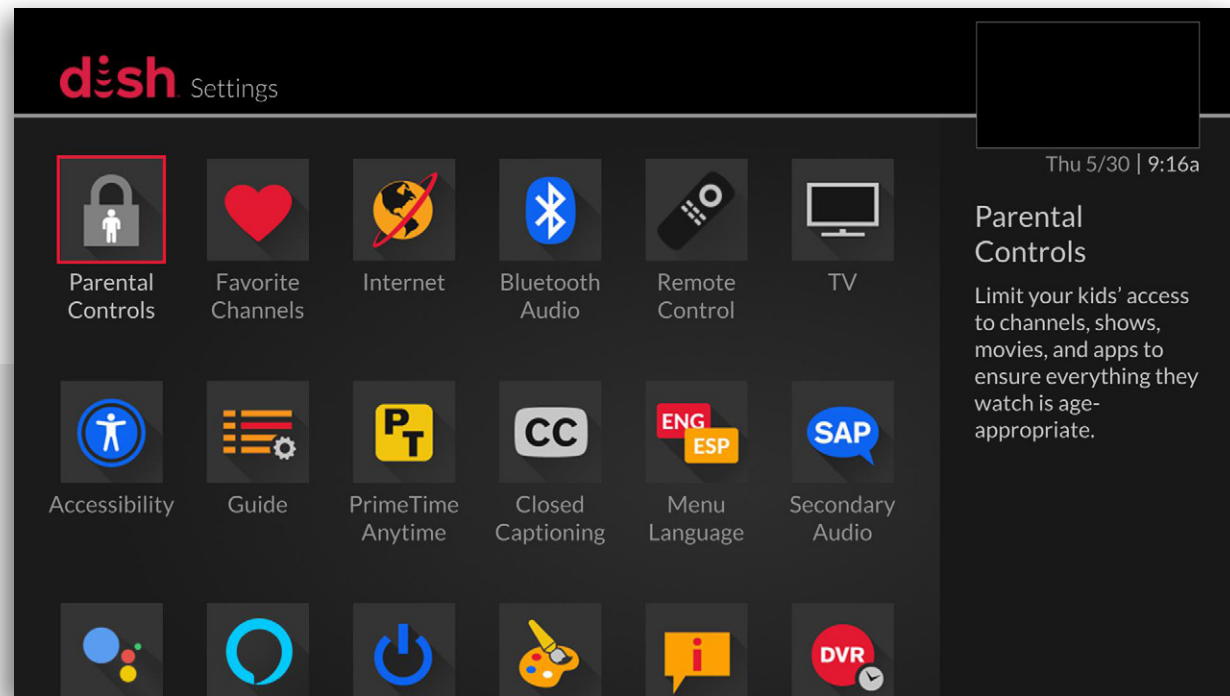
Channel Lineup Cards

Want more details? See the channels that are included in your package by downloading your lineup at mydish.com/programmingguides.

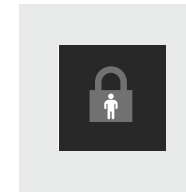
PERSONALIZATION & ACCOUNT



Settings

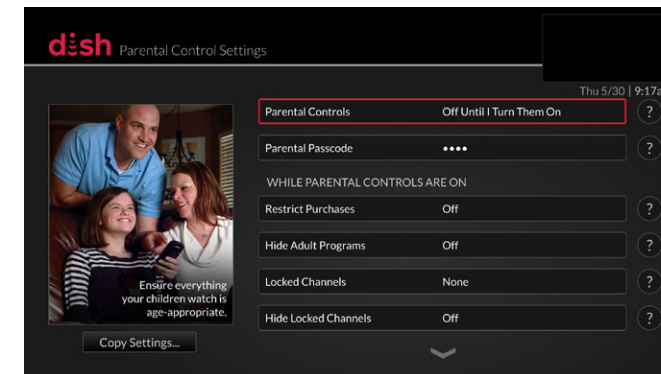


Here's a deeper dive into your settings, where, just like a smartphone, you can customize your receiver according to your personal preferences. To access Settings, press **Home** twice on your remote and select the Settings tile.




Parental Controls

Your receiver gives you all sorts of options when it comes to establishing control over what programming and channels are accessible to everyone in your home.



QUICK TIP

Anytime you see a  you can select it to see additional information about that feature.

Setting Up Parental Controls

- 1 Press **Home** twice on your remote and select Settings, then Parental Controls.
- 2 Select your desired restrictions from the options on screen.
- 3 Before you can add restrictions, you will need to create a four-digit passcode. While parental controls are on, this passcode must be entered whenever you wish to access restricted video content, channels, or apps.

Here are some of the things you can customize:

- Restrict purchases
- Hide adult programs
- Lock specific channels
- Hide locked channels from your guide
- Restrict TV or movie ratings
- Require your parental passcode to access any app



Get the lowdown on Parental Controls with DISH at youtube.com/user/dish

Internet Connectivity



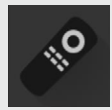
Connect to the Internet to Maximize Your Entertainment. Simply connect your receiver to the internet to enjoy all of its features, like using voice commands and accessing On Demand and apps. You can use any internet provider, too. And don't worry—your connections are secure; no private information is transmitted.

How to Get Connected

The easiest way to get started is by plugging in an Ethernet cord to the back of your receiver. Don't have one close by? That's fine; you can connect using your home's Wi-Fi connection.

Press **Home** twice on your remote, then select **Settings > Internet > Wireless Setup**. It usually takes less than a minute. To learn more and get step-by-step instructions to connect, visit mydish.com/wifisetup.

Remote Control



If you get a new TV, or if your current remote isn't controlling functions like volume, this is where you can re-pair your remote. You can also choose to pair your remote to another entertainment device, such as your Blu-ray player or stereo system.

Press **Home** twice on your remote, then select **Settings > Remote Control > TV or Auxiliary Device > Pairing Wizard**.



Get the lowdown on connecting your receiver to the internet or pairing your remote at youtube.com/user/dish

MyDISH.com and the MyDISH App

MyDISH is the fast, easy way to manage your DISH account and services. **It's just one of the many conveniences designed to help you enjoy TV more than ever.**



Pay Your Bill

- Make a payment
- Manage AutoPay and eBill
- View previous statements and payment history



Order Entertainment

- Browse pay-per-view and On Demand selections
- Order movies, sports, events, adult entertainment, and more



Take Control of Appointments

- Schedule DISH appointments
- View your technician's profile and photo; track their location and estimated time of arrival



Update Your Preferences

- Edit payment options, contact information, security settings, and other important account information



Refer a Friend

- Refer a friend and take your pick of amazing rewards
- The more friends you refer, the more rewards you get!



Get Quick Support

- Troubleshoot and resolve equipment issues faster

How to Add Programming

Want more channels? No problem! Customize your programming in three simple steps:

- Log in to mydish.com and select **My Programming**
- Select **Change Programming** to customize your channel lineup
- Select **View Proposed Changes** to calculate your new monthly cost



Get the lowdown on the MyDISH App at youtube.com/user/dish

Contact Us

Info/Help Button

Access helpful information on any screen by pressing and holding the **Info/Help** button on your remote.

Help App

Learn more about your receiver or get troubleshooting support with our collection of support videos. Press the **Home** button twice, and then select the Help tile.

Customer Support

- mydish.com/support
- mydish.com/chat
- Apple Business Chat
- **800-333-3474**

OnDISH Magazine

To subscribe, visit mydish.com/programmingguides



All information and programming featured in the guide is subject to change.