

Remote Control User Guide



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Press MENU, select
Settings and then
System Wizard.

OR



Refer to page 12 for information
on System Wizard

1

Verify the Key

Note: If you will be using the green TV1 key that comes already installed in your remote, skip this step and proceed with the next step (*Insert the Batteries*).

1



Confirm your remote has the green number 1 key installed.

2



Pull the remote battery cover off.

3



Separate the key from the remote by inserting your thumbnail or a coin in the crease. Remove the key by grasping at the bottom.

4



Insert the key face up and slide into place.

2

Insert the Batteries

1



Insert 4 AAA batteries, making sure to match the plus (+) ends with the plus markings on the battery case.

2

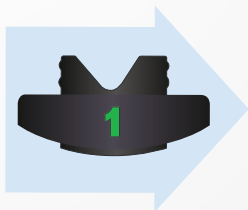


Replace the remote battery cover.

3

Making the Remote Work With Your Receiver

1



Verify this key is installed, and continue with step 2.

2

Verify the remote antenna is installed on the back of the receiver.

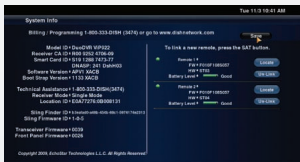


3



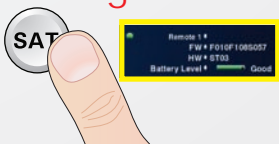
Turn your ViP922 receiver and TV on, and select SYSTEM INFO on the receiver front panel.

4



Confirm that you see the System Information screen.

5



Press and release SAT on your remote. After a few seconds, you will hear a tone, and the remote will be listed on the screen.

6

Confirm that your remote operates your receiver by pressing remote buttons. If this is not working, repeat **step 5**. If the remote is still not linked to your ViP922 receiver, see [page 10](#) in this guide.



4

Set Up the Remote to Control Your TV

To set up the remote control to operate a TV, you can select a Device Code (see instructions on page 3).

Your ViP922 DVR has a large database of Device Codes for other equipment.

1



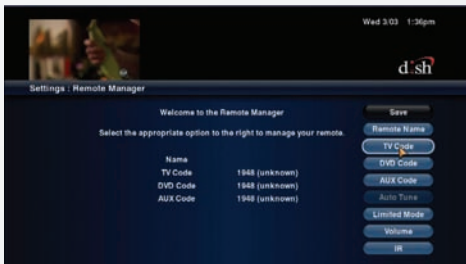
Turn your TV on.

2



Press MENU, select Settings and then Remote Control.

3



Select TV Code and then follow the on-screen instructions to enter your TV's device code.

4



Press the POWER button to turn the TV on and try other buttons to make sure the code works. If you want to try another code, start over from step 3.

Placing Your Remote in Limited Mode

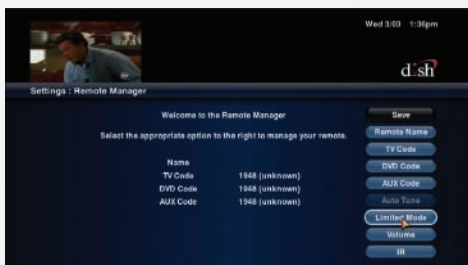
Limited Mode locks out all the TV mode operations except for TV power, Mute, and Volume. This prevents you from accidentally tuning away from satellite programming.

1



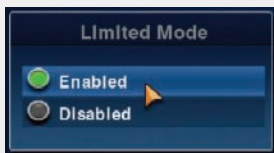
Press MENU, select Settings
and then Remote Control.

2



Select the Limited Mode
option.

3



Use the arrow button
to highlight Enabled and then select it.
Highlight and select Save.

To take the remote out of Limited Mode, highlight
Disabled instead of Enabled in step 3.

Remote Operation

SAT Mode

To use the features described in this section, make sure you are in SAT mode by pressing the SAT Mode button.



Note: Some features may not be available depending on your receiver model.

Volume & Mute Buttons

Control TV volume
Programming required (see C-4)

Press this button for SAT Mode

Receiver Power & TV Power

Top button turns the receiver on/off,
Bottom button turns the TV on/off
Programming required (see C-4)

Input
Press once for Input

Receiver Menu
Access receiver features and settings

Page Buttons
Page up/down in menus and Guide

Program Guide
Display current and future satellite program listings

Themes
Search for programs using Themes

Recall
Go back to last channel viewed

Browse
See what is on other channels while watching TV

Info
Get info on programs

Arrows/Select Buttons
Channel up/down, navigate through menus and select a desired option

Search
Search for a program

Jump
Move cursor to another screen area

View Satellite Programming
Exit out of any menu/guide and go back to viewing live TV

Digital Video Recorder (DVR) Buttons

Pause live TV and play or record programming

Number Buttons
Enter a channel number to change to that channel

Format
Format the picture to the desired width to match the program you are viewing

System Wizard
Press and hold to sync remote and receiver data

Picture-In-Picture (PIP) Buttons
Watch two separate programs at once (in Solo PIP Mode)



Dish
Explore DISH On Demand options

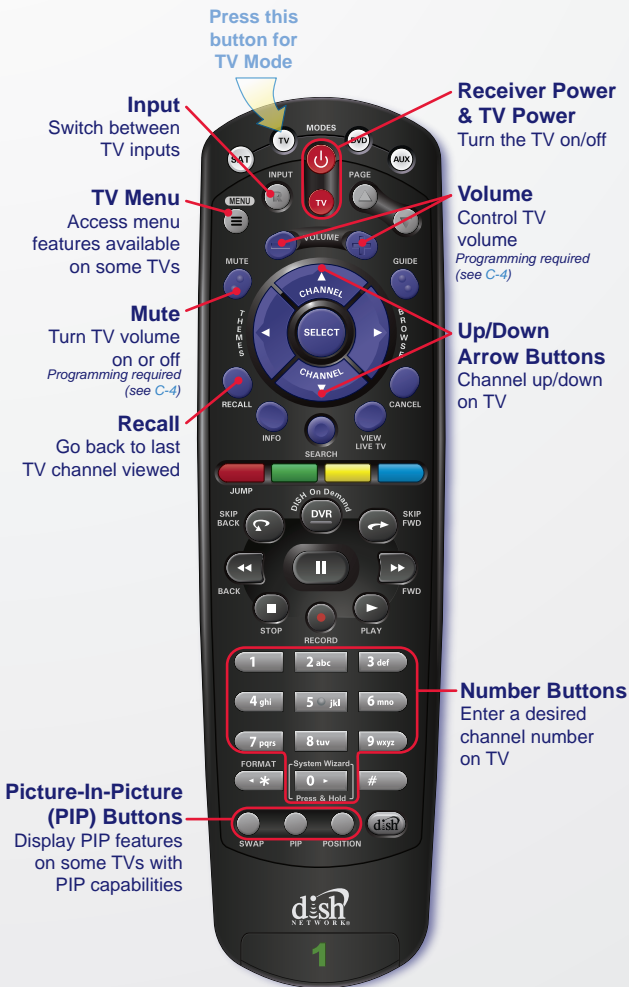
Remote Operation

TV Mode

To use the features described in this section, make sure you are in TV mode by pressing the TV Mode button. 

Remote programming is required. See C-4 for instructions.

Note: If you have programmed the remote in Limited Mode (C-5), only the TV Power, Mute and Volume buttons will control your TV.



Note: Remote operation is different on DISH Network TVs. See your DISH Network TV User's Guide for proper operation.

Remote Operation

DVD Mode

To use the features described in this section, make sure you are in DVD mode by pressing the DVD Mode button. You can use this mode to operate your VCR instead of a disc player. Remote programming is required. See page 2 for instructions.



Press this button for DVD Mode

DVD/VCR Power & TV Power

Top button turns the DVD player/VCR power on and off, **Bottom button** turns the TV on and off

Input

Switch VCR between its TV & VCR mode

Up/Down Arrow Buttons

Channel up/down on VCR

Pause

Pause a videotape or DVD

Back

Rewind a videotape or reverse a DVD

FWD

Forward a videotape or DVD

Stop

Stop playing a DVD, stop playing or recording a videotape

Play

Play a videotape or DVD

Record

Record on a videotape

Number Buttons

Enter a channel number for VCR or a chapter title on a DVD



Notes:

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REMOTE CONTROL OVERVIEW

Use this full-function remote control to operate the DISH Network ViP® 922 SlingLoaded™ DVR receiver. Also, you can program this remote control to operate most popular brands of audio/video equipment like a TV, a DVD/BD player (or VCR), or an audio receiver/amplifier. See *Setting Up the Remote to Work With Your Equipment* on page 3.

Note: This remote control may support features not used by your receiver. Also, new features may be added by future software updates.

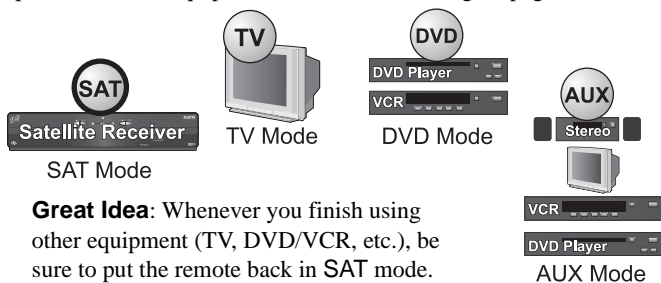
USING THIS GUIDE

This guide makes it easy to set up and use your remote control. By now you've noticed that the cover contains information on quick setup and remote control operation.

The rest of the guide contains in-depth information to help you get the most from your remote control, including controlling other equipment like TVs, audio devices, and DVD/BD players or VCRs.

REMOTE CONTROL MODES

Use the remote control's mode buttons to set the remote to the correct mode for the equipment. Be sure to program the remote control to operate the other equipment as described starting on page 2.



Great Idea: Whenever you finish using other equipment (TV, DVD/VCR, etc.), be sure to put the remote back in SAT mode.

To change the mode, press and release the button for the equipment you want to control. The mode button lights up (green for SAT mode, red for TV or AUX mode) for about three seconds to show you've set the remote to that device mode.

If you program the remote control to operate other equipment, refer to page C-6 and the following for remote-control operation instructions:

- **POWER**, **INPUT**, **MUTE**, and **VOLUME** remote buttons are used to control your TV when it is programmed in TV mode.
- The same buttons your DVR uses when in SAT mode are used to control a DVD/BD player (or VCR) when this equipment is programmed in DVD mode (or alternatively, in AUX mode).
- **SELECT**, **MUTE**, **VOLUME**, and **POWER** remote buttons may be used to control your stereo equipment (for example, when an audio receiver or amplifier is programmed in AUX mode).

HOW THE REMOTE COMMUNICATES

All remote controls used with ViP922 receivers use radio frequency (RF) signals to control the receiver and IR signals to control any other equipment you have programmed.

- Make sure that the RF remote antenna for the ViP922 is attached correctly to the receiver's back panel **REMOTE ANTENNA** input so it can receive the RF remote signals.
- RF signals travel relatively long distances and can go through walls and other solid objects. For example, the TV2 remote can control the receiver from any area of the house. Link only the remote(s) you are using with your ViP922 receiver (see page 10).
- IR signals, used in TV, DVD, and AUX device modes, travel up to 40 feet in a straight line of sight, and cannot go through walls or other solid objects. Point the remote directly at the equipment you want to control with no objects blocking the signal path.

SETTING UP FOR OTHER EQUIPMENT

The following section contains detailed instructions on how to set up this remote control to operate a TV and other audio/video equipment you may have (such as a DVD/BD player or VCR, audio receiver or amplifier). You can program the remote control by completing the tasks described in *Setting Up the Remote to Work With Your Equipment* on page 3.

COMBINATION EQUIPMENT (FOR EXAMPLE, TV/DVD)

When setting up the remote control to operate combination equipment, such as a TV with built-in DVD or VCR, program the remote control in one mode, and then repeat the procedure in the other device mode. For example, to program the remote control to operate a TV/DVD player

(or TV/VCR), follow the instructions to program the remote to operate the TV using its code, and then repeat those instructions for the DVD/BD player or VCR in AUX mode using its code. Press the TV mode button to use the combination device's TV functions, or the AUX mode button to use DVD/BD (or VCR) functions.

SETTING UP THE REMOTE TO WORK WITH YOUR EQUIPMENT

You can set up the remote control to operate other equipment using the following steps and the modes as shown on page 1.

Instructions	Additional Information
1 Turn your equipment on.	Use your equipment's front panel buttons or its own original remote control.
2 Press POWER on your ViP922 DVR front panel or linked remote and access Remote Control settings.	Press MENU and select the Settings tile. Then from the Settings screen, select Remote Control .
3 Select the TV Code , DVD Code , or AUX Code option, as applicable. You can also change which device controls volume and mute functions. <i>Switching Between TV and Amplifier Volume Control</i> on page 8	Select TV Code to program the remote to control your TV when in TV mode. Select DVD Code to program the remote to control a disc player, or select AUX Code to program the remote to control another audio device when in AUX mode.
4 If you know the brand name of your device, but not its code, then select the Look Up Code option and continue with step 5. If you know the four-digit code for your device, select the Enter Code option and follow the steps for <i>Entering Equipment Codes</i> on page 5.	Your ViP922 DVR receiver's software maintains a database of device codes for controlling many types and brands of equipment. Updates to the software may add more device codes to this database. Note that the three-digit device codes used by other DISH Network remote controls cannot be used.

-
- | | |
|---|--|
| <p>5 Scroll the Sort By: (or Aux Device:) list to position the option you wish to select within the blue highlight bar. Then highlight your device's name in the Brand: list and select Next.</p> <p>6 The next screen displays the number of device codes available for the selected brand, and which code is ready for you to test.</p> <p>7 Press and release the mode button for the device you are setting up (TV, DVD, or AUX).</p> <p>8 Press POWER to turn off your equipment. If your equipment turns off, continue with step 9. If it does not turn off, press and release the SAT button to switch modes. Then select No on screen and repeat steps 7 and 8 for the next code.</p> <p>9 While still in the same device mode (TV, DVD, or AUX), turn the equipment back on and try some other buttons to make sure they work. When you are done, press and release the SAT button to switch modes.</p> | <p>If the brand is not listed, see <i>Entering Equipment Codes</i> on page 5. If there is no equipment code for your device right now, you can check to see if one has been added after your receiver's next scheduled software update.</p> <p>There may only be two or three device codes for your specific equipment, or there may be dozens of codes available for certain brands.</p> <p>If you are setting up a TV, you can remain in SAT mode and press the TV POWER button in step 8.</p> <p>If the code you selected works, your equipment should turn off. If the code you selected does not work, test each code until one turns off your equipment. If you do not want to continue testing codes but know your device's model, you can select Enter Model and use the on-screen alphanumeric keyboard to search the database for all or part of the model name/number.</p> <p>For example, sometimes the remote's POWER button works when other buttons do not. Also, note that more than one code may work to turn your equipment on or off. Choose the code that best allows you to control your equipment.</p> |
|---|--|

Instructions

Additional Information

- 10** If the code worked for other buttons, select **Yes** and continue with step 11. If the code did not work, select **No** and repeat steps 6 through 9 for the next code for your brand.
- 11** On the Home screen, confirm that the device's brand name you found in step 5 is in parentheses after a four-digit code.
- 12** *OPTIONAL—For setting up a TV2 remote:* Select Auto Tune from the Remote Control settings screen to manage this feature. *NOTE: This is not an active feature.*
- 13** *If you wish to change the device used to control audio volume:* Select the Volume option from the Remote Control settings screen and follow the steps in *Switching Between TV and Amplifier Volume Control* on page 8.
- Choose the code that provides the remote with support for the most device functions. If you wish to verify the support of volume and mute functions, go to step 13.
- You can program the remote to control your TV in TV mode and other devices in DVD and AUX modes. Repeat these instructions for each mode.
- Auto Tune is a feature to help keep a TV2 tuned to satellite programming. When enabled, pressing the SAT button on a linked TV2 remote tunes that TV automatically to a specified channel or input (source).
- If you have connected your ViP922 DVR receiver's audio output(s) to an audio amplifier or A/V receiver, then you may want to change which device controls volume and mute from the default of the TV to one of these AUX devices you have programmed in AUX mode.

ENTERING EQUIPMENT CODES

Instructions

Additional Information

- 1** Turn your equipment on. Use your equipment's front panel buttons or its own original remote control.

Instructions

Additional Information

-
- | | |
|---|--|
| <p>2 Turn on your ViP922 DVR and access Remote Control settings using a linked remote.</p> <p>3 Select the TV Code, DVD Code, or AUX Code option on the Remote Control settings screen.</p> <p>4 <i>For programming in AUX mode only:</i> Scroll the Aux Device: list to select and highlight your equipment type. Then select Next.</p> <p>5 Select the Enter Code option.</p> <p>6 Use the on-screen keypad to enter the four-digit code for your equipment. Then select Continue.</p> <p>7 Back on the Remote Control settings screen, confirm that the four-digit code you entered appears for the programmed device (TV, DVD, or AUX).</p> | <p>Press MENU, select the Settings tile. Then from the Settings screen, select Remote Control.</p> <p>Select TV Code in order to program the remote to control your TV when in TV mode. Select AUX Code to program the remote to control an auxiliary device, such as an audio amplifier or DVD player, when in AUX mode.</p> <p>The remote's AUX mode can be programmed to control any one of several different types of equipment, including an audio amplifier or receiver, DVD/BD player, or even a second TV.</p> <p>Select this option if you know your device's four-digit code. If you do not know the code, use the Look Up option instead, as described in <i>Setting Up the Remote to Work With Your Equipment</i> on page 3.</p> <p>If the device code you entered is not in the equipment database, a message will be displayed. Check that you entered your device code correctly, and if not, try again.</p> <p>For most four-digit codes you entered manually, the device's brand name (in parentheses) is displayed as unknown. See <i>Setting Up for Other Equipment</i> on page 2.</p> |
|---|--|

Instructions

Additional Information

- | | |
|--|--|
| <p>8 Press and release the mode button for the device you are setting up (TV, DVD, or AUX).</p> | <p>If you are setting up a TV, you can remain in SAT mode and press the TV POWER button in step 9.</p> |
| <p>9 Press the POWER button. If your equipment does not turn off, then press and release the SAT button to switch modes, and try entering the code again.</p> | <p>If the device code you entered works, then your equipment should turn off. Continue with step 10.</p> |
| <p>10 While still in the same mode (TV, DVD, or AUX), turn the equipment back on and try some other buttons to make sure they work.</p> | <p>Sometimes POWER works when other buttons don't, and more than one code may work to turn equipment on or off. Choose the best device code.</p> |
| <p>11 If necessary, repeat these instructions until you have entered the best code for controlling your device.</p> | <p>If you do not want to enter codes manually, use the Look Up option described in <i>Setting Up the Remote to Work With Your Equipment</i> on page 3. In addition to looking up equipment by brand name to find corresponding device codes, you can also enter a device's model name/number using an on-screen keyboard to search for it in the database.</p> |
| <p>12 If other remote buttons work to control your equipment, you have finished setting up this device mode.</p> | <p>You can program the remote to control your TV in TV mode, a disc player in DVD mode, and an audio amplifier or A/V receiver in AUX mode. Repeat these instructions, as needed for each mode you want to use.</p> |

SWITCHING BETWEEN TV AND AMPLIFIER VOLUME CONTROL

If a remote control used with the ViP922 DVR has been set up to operate a TV, then **MUTE** and **VOLUME +/-** buttons adjust the TV's volume. To use the remote to adjust the volume of your remote-controllable audio equipment instead of adjusting your TV's volume, use the steps in the left column of the following table. To switch back to controlling the TV's volume, use the steps in the right column.

Control Audio Amplifier Volume	Control TV Volume
1 Press MENU , select the Settings tile, and then select Remote Control .	1 Press MENU , select the Settings tile, and then select Remote Control .
2 Select Volume .	2 Select Volume .
3 Under Control Volume For: use the down arrow key to highlight the AUX option.	3 Under Control Volume For: use the up arrow key to highlight the TV option.
4 Highlight and select the on-screen option to Save this setting .	4 Highlight and select the on-screen option to Save this setting .
MAKE SURE THE REMOTE CONTROLS THE AMPLIFIER'S VOLUME IN OTHER MODES:	MAKE SURE THE REMOTE CONTROLS THE TV'S VOLUME IN OTHER MODES:
5 Press the SAT mode button.	5 Press the SAT mode button.
6 Press the plus (+) and minus (-) sides of the VOLUME button.	6 Press the plus (+) and minus (-) sides of the VOLUME button.
7 Your amplifier's volume changes and the AUX mode button lights instead of the TV mode button.	7 Your TV's volume changes and the TV mode button lights instead of the AUX mode button.

VIEWING EQUIPMENT CODES

These instructions explain how to read out and verify the device code(s) for the equipment you have programmed the remote to control. You may write these code(s) in the spaces provided in the table on the last page, just in case you need to enter a device code manually.

Instructions	Additional Information
1 Press MENU, select the Settings tile, and then select Remote Control. The Home screen for your current remote control is displayed.	The Remote Control screen should show the settings assigned for Remote Name, TV Code, DVD Code, and AUX Code for your current remote.
2 Verify that the brand name of TV shown in parentheses after the code matches the brand name of your equipment.	If you want your remote to control two televisions of different brands, then program one in TV Mode and the other TV in AUX Mode.
3 For DVD and AUX modes, the codes should be accompanied by the brand name of your equipment in parentheses. Note that the type of device controlled in DVD mode may be either a DVD/BD player or VCR, and AUX also may be an audio receiver, accessory, amplifier, or a second TV.	Multiple remotes (up to eight) can be linked to each ViP922 DVR. In this case, each remote in DVD or AUX mode can be set to control a different type or brand of DVD or AUX device. For example, one remote's AUX mode button may be set to control an amplifier, while the another linked remote's AUX mode button controls a VCR.

AVOIDING RF INTERFERENCE

Since your remote control uses UHF-2G radio frequencies, you might experience interference from certain other devices transmitting nearby. The instructions in this section describe how to avoid such conflicts.

ADJUSTING THE ANTENNA

The ViP922 DVR links to and communicates with its remote control(s) through a special antenna connected to the REMOTE ANTENNA input on the receiver's back panel. **Note:** This special remote antenna cannot be used with any other DISH Network satellite receivers or their remotes.

- 1 Make sure the UHF-2G remote antenna is connected to the correct input on the receiver's back panel and is not touching anything else. It should be tightened only by hand. **Note:** Remote antennas used with other DISH Network satellite receivers and remotes cannot be used with your ViP922 receiver or remote controls.
- 2 Try varying the tilt angle of the receiver's remote antenna. Locate the antenna's tip away from any other electronic equipment or metal surfaces, even if separated by wooden shelving.
- 3 Move the satellite receiver to a different location. For best results, place the receiver on as high a surface as possible, above all other equipment in your entertainment center.
- 4 Place the remote antenna away from other equipment by using the optionally available special cable to connect it to the receiver.
- 5 Move any nearby antenna or radio equipment away from the UHF-2G remote antenna. Do not place an over-the-air antenna, WiFi, Bluetooth, or Zigbee devices on or near the remote antenna.

REMOTE BUTTON SHORTCUTS

In addition to their normal functions, some buttons on your remote control have special "shortcut" functions when you are navigating the on-screen Electronic Program Guide (EPG), or inside a drop-down menu of options or scrollable list of events displayed by your receiver.

DVR BUTTONS

The following table lists some of these shortcuts for the black set of buttons that normally control your DVR functions. Note that scheduled updates to your receiver software may add to or modify these shortcuts.

REMOTE BUTTON	IN GUIDE DISPLAY	SCROLLS IN LISTS
SKIP BACK	Moves 3 Hours Back	By 1 Screen Upward
PLAY/PAUSE	Watch highlighted show	No
SKIP FWD	Moves 3 Hours Ahead	By 1 Screen Downward
FAST REVERSE	24 Hours Back	To beginning of list
FAST FWD	24 Hours Ahead	To end of list

COLORED BUTTONS

The following table lists some of these shortcuts for the colored set of buttons on your ViP922 DVR remote control. Note that scheduled updates to your receiver software may add to or modify these shortcuts.

REMOTE BUTTON	FROM LIVE TV	SCROLLS IN LISTS
RED	Jumps to menu bar	Jumps to menu bar
GREEN	Access Quick Clicks list	No
YELLOW	Access Settings screen	No
BLUE	Access Broadband Setup	No

LOCATING A LOST REMOTE

The next time you misplace a remote control or wonder where one is, you should try the new Locate feature, as follows:

- 1 Access the System Info screen on your ViP922 DVR receiver by activating your receiver's front panel controls and touching **SYSTEM INFO**, or pressing **MENU** twice on another linked remote control. The right-hand side of the System Info screen lists the remote controls that are linked to your receiver. Your current remote is indicated in this list by a green dot.
- 2 If the remote control you want to find is listed, select the **Locate** option next to it. Wait a few seconds, listening for the remote to emit a series of tones.
If the remote control you want to find is not listed, it is not linked to the receiver or is out of RF range. Using Locate isn't an option.
- 3 If the missing remote control is linked to this receiver and within RF range, then you should hear a series of tones you can use to help you find the location of the remote. When you have located the missing remote, press any button to turn off the Locate tones.

USING THE SYSTEM WIZARD

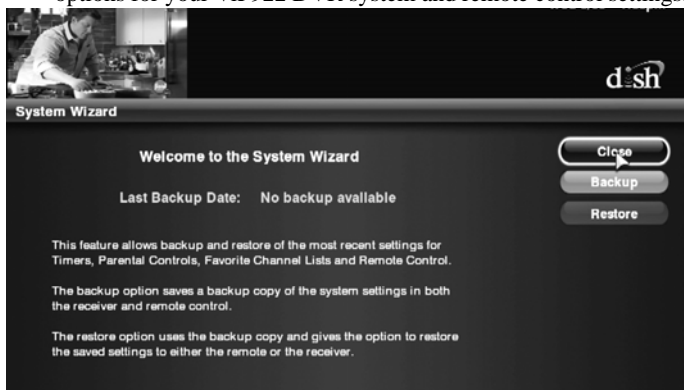
By pressing and holding down the 0 (zero) numeric key on your remote control, you can access the System Wizard. The wizard can help you backup and restore the settings for your ViP922 DVR system in both your remote control's memory, and on the receiver. This is helpful if you ever need to program a replacement remote or new ViP922 DVR. To use the wizard, follow the on-screen instructions to backup/restore.

To access the System Wizard from your ViP922 DVR front panel:

- 1 With your receiver turned on, touch the front panel to activate it, and then select **MENU**.
- 2 Use the arrow controls to highlight the **Settings** tile and then **SELECT** it.
- 3 Use the arrow controls to scroll down the list of Settings items, highlight **System Wizard**, and then **SELECT** it.



- 4 Follow the on-screen instructions to use the Backup or Restore options for your ViP922 DVR system and remote control settings.



TROUBLESHOOTING

What's Happening	What's Wrong	What You Can Do
<p>The remote control or one or more buttons on it seems to have stopped working.</p>	<p>The remote control has gone to "sleep" to reduce battery drain.</p>	<p>Wake the remote control by pressing one or more button(s) on the remote, such as the SELECT button, while observing the mode lights for activity.</p> <p>If your remote is still unresponsive, take out the batteries and press any button for three seconds, then reinsert the batteries.</p>
<p>When you press remote buttons, devices don't do what you expect.</p>	<ul style="list-style-type: none"> • The remote may not be set to the mode for the device that you want to control. • The remote control needs to be pointed right at the TV (or auxiliary device). • The remote control may be missing the correct batteries, the batteries may be inserted the wrong way in the back of the remote, or the batteries may be too drained. • The remote isn't set up to control the device that you want to control. • No function is assigned to the button you pressed in the current device mode. 	<ul style="list-style-type: none"> • Press the correct mode button to set the remote to the mode for the device you want to control: your ViP922 receiver, your TV, your disc player, or your auxiliary equipment. • The remote control uses IR signals to control devices except the ViP922 receiver (which uses UHF-2G). IR signals travel less than 40 feet and cannot go through walls or other solid objects. You <i>must</i> point the remote directly at the front of the equipment, with no objects to block the signal path. • If the batteries are missing, the wrong type/size or dead, then insert fresh AAA-sized alkaline batteries. If several device mode buttons (except for DVD) flash each time you press a button, then the batteries are too drained and must be replaced. If the remote has fresh AAA batteries, check the diagram inside the battery compartment to see whether you put them in the right way. If you did not, then re-insert them correctly. • Make sure you set up the remote to control all the devices you want to use. See <i>Setting Up for Other Equipment</i> on page 2. • In the future, you will be able to use your original equipment's remotes to teach your ViP922 remote control the button function(s) you need to control your devices.
<p>The ViP922 DVR is doing things, even though you are not pressing any remote control buttons.</p>	<p>UHF-2G radio signals from a nearby device or remote may be interfering with the control of your ViP922 DVR.</p>	<p>Check the System Info screen to see which remote(s) is (are) linked to your ViP922 DVR. You can un-link the unwanted remote controls from this screen. See <i>Avoiding RF Interference</i> on page 9 for more instructions.</p>
<p>Your picture is snowy (or blue or black).</p>	<p>You may have accidentally changed the channel or input source on your TV.</p>	<p>Make sure your TV (and VCR, if one is connected) is tuned to the correct channel or set to view the correct line input (or "source") for your satellite programming.</p>

What's Happening	What's Wrong	What You Can Do
Your receiver is not responding to your linked remote control at all.	<ul style="list-style-type: none"> • The remote control is in the wrong mode. • You might be using the wrong remote control (use only 30.0- or 32.0-model DISH Network remotes). • Your batteries are depleted. 	<ul style="list-style-type: none"> • Make sure the remote control is in the correct mode. For example, if you want to control the ViP922 receiver, put the remote control in SAT mode (see <i>Remote Control Modes</i> on page 1). • Make sure you are using the correct model of remote control. • Change the batteries as described on page C-1.
When you press the remote control MUTE or VOLUME button, nothing happens.	<ul style="list-style-type: none"> • The remote control mode set to control volume (TV or AUX) may not be set up correctly. • Maybe you are trying to control TV volume, but you set up the remote to control a tuner or amplifier in AUX mode. 	<ul style="list-style-type: none"> • See <i>Setting Up for Other Equipment</i> on page 2. • Set up the remote control to operate either the TV volume or audio receiver or amplifier volume, whichever you want. See <i>Switching Between TV and Amplifier Volume Control</i> on page 8.
Your UHF-2G remote control does not work well when far away from your ViP922 DVR receiver.	You may be experiencing interference from objects or devices near your receiver's remote antenna.	<ul style="list-style-type: none"> • Make sure the UHF-2G remote antenna is connected to the receiver's rear panel and is not touching anything else. It should be tightened only by hand. • Vary the tilt angle of the receiver's UHF-2G antenna. Locate the remote antenna tip away from other electronic equipment or metal surfaces, even if separated by wooden shelving. • Move the ViP922 receiver to a different location. For best results, place the receiver as high as possible, above all other equipment in your rack or entertainment center. • Place the UHF-2G antenna outside the rack or entertainment center and away from other equipment by using the optionally available special cable to connect it to the back of the receiver. • Move any nearby antenna or radio equipment away from the UHF-2G remote antenna. For example do not place an over-the-air antenna, WiFi, Bluetooth, or Zigbee device on your receiver or near the remote antenna.
Your INPUT/Swap PIP (Picture-In-Picture) button isn't working.	• Your receiver isn't in Solo PIP (Single User) mode, or your remote is not in SAT mode.	• Select the MODE control on the front panel to switch to Solo PIP mode (the amber light indicates the mode), press SAT on the remote control and then try the INPUT/Swap PIP) button again.

LIMITED WARRANTY



This *Limited Warranty* is a legal document. Keep it in a safe place. Remember to keep your *Sales Receipt* for warranty service. We will consider any items you return without a copy of the *Proof of Purchase* to be out of warranty.

This warranty extends *only* to the original user (“you,” “your”) of the DISH Network remote control and is *limited* to the purchase price of the remote control. EchoStar Technologies L.L.C., formerly known as EchoStar Technologies Corporation, and its affiliated companies (“we,” “our,” “us”) warrant this remote control against defects in materials or workmanship as follows.

For one year from the original date of purchase, if we find the remote control is defective subject to the limits of this warranty, we will replace the remote at no charge for parts or labor. We warrant any such work done against defects in materials or workmanship for the remaining part of the original warranty period.

This warranty *does not cover* installation of the DISH Network System; consumer instruction; physical set up or adjustment of any consumer electronic equipment; remote control batteries; signal reception problems; loss of use of the equipment; unused programming charges due to equipment malfunction; cosmetic damage; damage due to lightning, electrical or telephone line surges, fire, flood, or other acts of Nature; accident; misuse; abuse; repair or alteration by other than our factory service; negligence; commercial or institutional use; improper or neglected maintenance; equipment sold AS IS or WITH ALL FAULTS; equipment removal or reinstallation; shipping damage if the equipment was not packed and shipped in the manner we prescribe; nor equipment purchased, serviced, or operated outside the contiguous United States of America.

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. WE SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS DEVICE, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS DEVICE. UNDER NO CIRCUMSTANCES SHALL OUR LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS DEVICE. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS DEVICE IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. WE RESERVE THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF WE DETERMINE ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS DEVICE 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 DEVICE HAS BEEN OPENED BY AN UNAUTHORIZED PERSON (with the exception of opening the battery cover).

This warranty gives you specific legal rights which may vary from state to state. Some states do not allow the exclusion or limitations of incidental or consequential damages, or allow limitations on the duration of an implied warranty, so those limitations may not apply to you.

DISH NETWORK’S EXCHANGE PROGRAMS

DISH Network offers two options if you need to replace your remote control; the Advanced Exchange Program and the Post Receipt Exchange Program.

Advance Exchange Program

The Advanced Exchange Program allows you to have a replacement remote shipped immediately to you. Depending upon where you live, the remote should arrive within 3 to 5 business days. You will not have to return your defective remote to DISH Network using this program.

A shipping charge will be applied for shipping the replacement remote. This is a one-time fee based on DISH Network's competitive bulk shipping rates (additional charges may apply outside the continental U.S.). This fee will be charged to your billing account or valid credit card.

Post Receipt Exchange Program

The Post Receipt Exchange Program does require that you send DISH Network the defective remote control at your cost to determine if the equipment is covered under warranty. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

If your equipment is not covered under 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 DISH Network 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, Smart Card, 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.

IF YOU NEED HELP

1. Review this *User Guide*.
2. See *Troubleshooting* on page 13.
3. Go to the www.dishnetwork.com website and select the link for Support.
4. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and your customer account number ready.
 - a. If the representative finds you should return the remote control, you'll get a telephone number to call for a Return Authorization (RA) number. *Before shipping* any equipment to us, you *must* get a Return Authorization number.
 - b. You *must* package returned equipment the right way. Follow the instructions the representative gives you.
 - c. Write the RA number in large, clearly visible characters on the *outside* of the shipping box used to return the equipment.
To avoid confusion and misunderstandings, we will return shipments without an RA number clearly visible on the outside of the box to you at your cost.
 - d. We will:
 - Check the remote control, including whether it is covered under the warranty.
 - Replace any remote we find is defective with a new or refurbished remote, if the defective remote is covered under the warranty. We will ship the replacement remote at our expense.
 - If a defective remote is not covered under the warranty, we will tell you. We may assess you a flat rate charge for a replacement remote, including shipping and insurance.

REGULATORY FACTORS

This device complies with Part 15 of 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.

Changes or modifications to this device may void your authority to operate this equipment.

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 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:

- Re-orient 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.

Reference Tables

Write down your remote address, channel numbers/inputs, TV, VCR, DVD player, and stereo equipment codes as you program them for future reference.



Remote Key

1

Channel or Input for
Satellite Programming



If your remote is in Limited Mode (see page C-6), then only Volume and Mute buttons work in TV mode.

TV

TV Code

DVD

VCR/DVD Player Code

AUX

Auxiliary Equipment Code

To read out your remote codes, see page 9 for instructions.



**For all your customer needs,
call the Customer Service Center
at 1-800-333-DISH(3474)**

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