



Reference

Troubleshooting and Device Codes

What you'll find in this chapter:

- **TRoubleshooting TABLES**
- **REMOte CONTROL DEvICE CODES**

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. To solve a particular problem, do the following:

- 1 Review the section in this Guide that relates to the problem.
- 2 If you cannot find a solution, then find the section in the following tables that relates to the problem.
 - Read the What's Happening column until you find the problem.
 - Read the information in the Possible Reason column.
 - Try each of the suggested solutions in the What to Do column.
- 3 Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on page 116.
- 4 Make sure your TV is tuned to the correct channel or input. Use RECOVER as described on page 82.
- 5 Make sure your remote control has fresh batteries. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries. Follow the instructions on page 17.
- 6 Make sure your receiver is connected to an active telephone line. See the instructions on page 108.
- 7 Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.).
- 8 For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see www.dishnetwork.com or tech.dishnetwork.com.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, or the receiver model number. Display the System Information screen to find these numbers (See *Ordering Your Programming Packages* on page 4). Also, write down any error messages that the receiver displays on the television screen.

Message Numbers

Number	Possible Reason	What to Do
001	<ul style="list-style-type: none"> There may be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Run Check Switch as described on page 117. If this does not work, call the Customer Service Center at 1-800-333-DISH (3474) for help.
002	<ul style="list-style-type: none"> Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference. 	<ul style="list-style-type: none"> Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen as described on page 117. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	<ul style="list-style-type: none"> The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. There may also be a problem with the multi-dish switch. 	<ul style="list-style-type: none"> Make sure the system uses RG-6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length. If your system is DISH Pro, it can be as much as 200 feet. If it is a Legacy system, it should not be more than 100 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the Check Switch test described on page 117.
005	<ul style="list-style-type: none"> The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. 	<ul style="list-style-type: none"> If you have called to authorize the receiver for programming, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 117. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.
006	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone line at all times. If you install two or more receivers, you must connect each receiver to an active telephone line at all times.
011, 012	<ul style="list-style-type: none"> Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium. 	<ul style="list-style-type: none"> Remember that the program providers specify which programs are blacked out for which viewers, not DISH Network.
013, 014	<ul style="list-style-type: none"> You may have tried to tune to a program on a channel which you have not bought. 	<ul style="list-style-type: none"> You must buy a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake. If you subscribe to the channel and you see these messages, reset the receiver (page 116).

Message Numbers

Number	Possible Reason	What to Do
015	<ul style="list-style-type: none"> You may have just plugged in the receiver and it is acquiring the satellite signal or the receiver may have temporarily lost the signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 117. If not, contact your installer to re-aim the satellite dish.
018	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone line at all times. If you install two or more receivers, you must connect each receiver to an active telephone line at all times. Call the Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.
022	<ul style="list-style-type: none"> The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. 	<ul style="list-style-type: none"> If you have authorized the receiver for programming, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 117. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.
026	<ul style="list-style-type: none"> The receiver may have temporarily lost the satellite signal. 	<ul style="list-style-type: none"> Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 117. If not, contact your installer to re-aim the satellite dish.
028	<ul style="list-style-type: none"> The receiver may need to get new software before you can use it to order Pay-Per-View programs. 	<ul style="list-style-type: none"> Turn the receiver off. Doing this allows the receiver to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	<ul style="list-style-type: none"> You may have tried to close an installation menu without having done the Check Switch test. 	<ul style="list-style-type: none"> If your setup includes a multi-dish switch, you must run the Check Switch test as described on page 117.
060	<ul style="list-style-type: none"> You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen. 	<ul style="list-style-type: none"> Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 117. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	<ul style="list-style-type: none"> You may have set up the receiver to accept a transmission (a "download") of the latest operating software via the satellite signal. 	<ul style="list-style-type: none"> It is very important for the receiver to get the latest operating software, so let the receiver do so. The download may take several minutes. Do not disturb or unplug the receiver during this time.

Message Numbers

Number	Possible Reason	What to Do
074	<ul style="list-style-type: none"> The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes. 	<ul style="list-style-type: none"> Wait a few minutes and then try again to enter the password. Note: The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and gains unauthorized access to the receiver.
078, 079, 080	<ul style="list-style-type: none"> You may not have connected the receiver to an active telephone line, or the telephone line may be defective. 	<ul style="list-style-type: none"> Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. Note: To be able to order Pay-Per-View programs, you must keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to each receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center at 1-800-333-DISH (3474).
093	<ul style="list-style-type: none"> You may have set up the receiver to reset itself back to the factory defaults. 	<ul style="list-style-type: none"> If you want to reset the receiver to its factory default settings, select the Yes option. If not, select the No option.

Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.	<ul style="list-style-type: none"> You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. 	<ul style="list-style-type: none"> Carefully try entering again the channel number you want. Reset the receiver (page 115). Press GUIDE on the remote control and change the Favorities List.
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have subscribed to.	<ul style="list-style-type: none"> If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message suggesting that you might want to subscribe to the channel. If a Favorites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. If you have set up to hide adult channels and the receiver is locked, the receiver will skip such channels. 	<ul style="list-style-type: none"> Select All Chan as the active Favorites List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).

Reference

Troubleshooting Tables

Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Use the receiver front panel Control Buttons to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Customer Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	<ul style="list-style-type: none"> The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. The remote control may be in the wrong mode. You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. 	<ul style="list-style-type: none"> If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. Press the mode button for the device you want to control. Make sure you are using Remote Control 1 (or 2) to control TV1 (TV2) menus.
Your UHF Pro remote control does not work well from far away.	<ul style="list-style-type: none"> You may be experiencing interference from objects near your receiver antenna. 	<ul style="list-style-type: none"> Make sure the UHF antenna is connected to the receiver and not touching anything else. Vary the tilt angle of the receiver's UHF antenna. Move the UHF antenna tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. Move the receiver to different locations. For best results, place the receiver as high as possible, above all other equipment in your entertainment center. Place the remote control antenna outside the entertainment center by using a coaxial cable to connect it to the receiver.
When you press the remote control POWER button to turn the receiver on, the receiver front panel power light does not light up.	<ul style="list-style-type: none"> The remote control may be in the wrong mode. Other lights are too bright. Remote control is not operating properly or the batteries are weak or dead. The receiver power cord is not plugged into a power outlet, or there may be a problem with the power. The remote control(s) may not be set to the address(es) used by the satellite receiver. You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate. 	<ul style="list-style-type: none"> Press the mode button for the device you want to control. Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones. Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. Make sure the remote control(s) are set to the same address(es) used by the satellite receiver. See page 72 for information on changing the remote control address. Make sure you are using Remote Control 1 (or 2) to control TV1 (TV2) menus.

Remote Control

What Is Happening	Possible Reason	What to Do
	<ul style="list-style-type: none"> If the receiver is in Single Mode, the TV2 indicator will not light. 	<ul style="list-style-type: none"> This is normal. No action required or switch to Dual Mode.
You use an IR extender (not a "mouse tail"), and it does not seem to work.	<ul style="list-style-type: none"> The IR sensor on the extender that receives the remote control signals may not be facing the remote control. The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. You are using Remote Control 2 which does not transmit IR signals. 	<ul style="list-style-type: none"> Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals. Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals. If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance. Use an IR extender only with Remote Control 1 which uses IR signals. Use the correct remote control.

Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	<ul style="list-style-type: none"> Red means that you have not subscribed to that channel. You must subscribe to a channel before you can tune the receiver to it. 	<ul style="list-style-type: none"> If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).
You try to display future programs in the Program Guide or Browse Banner, but you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display programs scheduled up to nine days. 	<ul style="list-style-type: none"> Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present. 	<ul style="list-style-type: none"> Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.
When you are using the Program Guide or Browse Banner, some channels are missing.	<ul style="list-style-type: none"> You may have applied a Favorites List other than the list named All Chan. You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels 	<ul style="list-style-type: none"> You can change the applied Favorites List while using the Program Guide by pressing the remote control GUIDE button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, or the All Sub list, which includes all subscribed channels. Unlock the receiver for the Program Guide to display adult channels.

Troubleshooting Tables

Watching A Program

What Is Happening	Possible Reason	What to Do
<p>The receiver front panel power light is on, but the TV image:</p> <ul style="list-style-type: none"> • is black (no picture) • is frozen • has break-ups • has snow • shows small squares of various colors 	<ul style="list-style-type: none"> • The TV set may not be working properly • The TV may be connected to the wrong input • If the TV and the receiver are working properly, there may be interference with the satellite signal. • You have selected an HD mode your HDTV does not support. 	<ul style="list-style-type: none"> • Make sure that the TV set is plugged into an electrical outlet. • Make sure the outlet has electrical power. • Make sure that the TV is turned on and tuned to the correct input. • Make sure that the TV brightness and contrast are adjusted correctly. • Use the RECOVER button (page 82). • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and closed captioned features are turned off. • Check that the system has been installed correctly. • Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 117. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish • Refer to your HDTV user's guide.
<p>The receiver front panel power light is on, and there is a picture on the TV screen, but the picture:</p> <ul style="list-style-type: none"> • has sparkles or is grainy • has a herringbone pattern • lacks color or vertical hold • wobbles • looks "washed out" or fuzzy. 	<ul style="list-style-type: none"> • The TV set may not be working properly. • If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned. 	<ul style="list-style-type: none"> • Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. • Make sure that the TV is connected properly to the receiver.

Watching A Program

What Is Happening	Possible Reason	What to Do
	<ul style="list-style-type: none"> There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs). 	<ul style="list-style-type: none"> Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place. Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length. If your system is DISH Pro, it can be as much as 200 feet. If it is a Legacy system, it should not be more than 100 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the Check Switch test described on page 117. Make sure the system is properly grounded.
A "black box" fills almost all of the TV screen.	<ul style="list-style-type: none"> You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. 	<ul style="list-style-type: none"> Using the TV remote control and/or menus displayed by the TV (not the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.
The TV screen is all blue.	<ul style="list-style-type: none"> You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver. 	<ul style="list-style-type: none"> Check your TV owner's manual for the correct TV input to use for the signal output from the receiver. Use the RECOVER button (page 82).

Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote GUIDE button while the Program Guide is displayed. You find that you can view only the All Chan, All Sub, or All HD list.	<ul style="list-style-type: none"> If you have not added channels to any custom Favorites List, you will be able to view only the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> You must add channels to a custom Favorites List before you can view it.
You try to change the All Chan, All Sub, or All HD list. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to change the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> Choose another list to change. Note: You can change the All Sub list by changing what channels you buy.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to apply an empty list. 	<ul style="list-style-type: none"> Choose another list to apply, or add at least one channel to the empty list.
A Favorites List does not show channels that you know you have added to it.	<ul style="list-style-type: none"> If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favorites List will not show those channels. 	<ul style="list-style-type: none"> Unlock the receiver for the list to show adult channels.

Reference

Troubleshooting Tables

Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	<ul style="list-style-type: none"> You must enter the password before you can create an event timer for a locked program. 	<ul style="list-style-type: none"> To be able to set up an event timer for the program, first enter the password.
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	<ul style="list-style-type: none"> You must order a Pay-Per-View event before you can create an event timer for it. 	<ul style="list-style-type: none"> To be able to set up an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	<ul style="list-style-type: none"> You already have set up the maximum number of event timers. 	<ul style="list-style-type: none"> To be able to set up a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	<ul style="list-style-type: none"> You may have set up a Reminder but what you should have set up is an Auto-Tune or a DVR timer. 	<ul style="list-style-type: none"> Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A DVR timer reminds you, tunes the receiver, and records the program. A DVR timer can operate only if the receiver memory has enough space.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	<ul style="list-style-type: none"> You may have set up a timer with an incorrect frequency. You may have set up a duplicate timer. The timer may not be current. 	<ul style="list-style-type: none"> Remember that a Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time. See <paratext> on page 64.
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> You may have several timers set up for the same time and the event timer you set is at a lower priority than others You may have selected New Episodes and the timer you set was for an episode that is not new. 	<ul style="list-style-type: none"> Check the Priorities as described on page 62 Check the Timer Frequency as described on page 62. See <paratext> on page 64.
You set up a DishPASS Timer and you notice that you have no space left on your My Recordings.	<ul style="list-style-type: none"> The DishPASS Timer may have included more matching programs than what you expected. 	<ul style="list-style-type: none"> Delete that DishPASS Timer and begin again. See page 69.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	<ul style="list-style-type: none"> Stopping the event timer applies only to the current showing of the program. 	<ul style="list-style-type: none"> To stop all operations of a repeated event timer, you must delete the event timer. Note: The receiver deletes a Once event timer when the program is over.
You try to set up a manual event timer. The receiver displays an Error message.	<ul style="list-style-type: none"> You may have tried to set a manual event timer with invalid start or stop times. 	<ul style="list-style-type: none"> Review the rules on start and stop times for manual event timers.
The receiver does not display the program name for a manual event timer.	<ul style="list-style-type: none"> The receiver may not be able to display a program name for a manual event timer. 	<ul style="list-style-type: none"> Use the Program Guide or a printed schedule to find the program name.

Timers

What Is Happening	Possible Reason	What to Do
You set an event timer. The event timer misses the beginning or the end of a program.	<ul style="list-style-type: none"> The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time. 	<ul style="list-style-type: none"> Use the Start Early & End Late options, except for a Pay-Per-View event. Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel power light is on and there is a good picture on the TV set, but you do not hear any sound.	<ul style="list-style-type: none"> You may have muted the sound, or set the volume so low that you cannot hear it. The audio connections may not be properly connected. You have selected Dolby Digital Only when there is no Dolby Digital soundtrack. 	<ul style="list-style-type: none"> Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. Check the audio connectors and cables from the receiver to the TV or the sound system. Check the TV speakers or the sound system. In the Dolby Digital menu, select Dolby Digital/PCM for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	<ul style="list-style-type: none"> You may have set the receiver to select an alternate audio language. The program may be in a foreign language. 	<ul style="list-style-type: none"> Press the MENU button on your remote. From the Main Menu, select Preferences, then Alternate Audio, and choose the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	<ul style="list-style-type: none"> You do not have Caller ID service from your local phone company. Your phone line is not connected to the phone jack on the back of the receiver. You do not have the Caller ID option enabled. 	<ul style="list-style-type: none"> Verify that Caller ID is a service provided by your local phone company and you have subscribed to it. Verify that you have connected the phone line to the phone jack on the back of the receiver. Press the MENU button on your remote. From the Main Menu, select System Setup, then Installation, and then Caller ID. Select the Enable Caller ID option.

Reference

Troubleshooting Tables

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	<ul style="list-style-type: none"> The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
You pick up the telephone to make a call, but you do not hear a dial tone.	<ul style="list-style-type: none"> The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	<ul style="list-style-type: none"> The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission. 	<ul style="list-style-type: none"> Re-send the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	<ul style="list-style-type: none"> The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information during the FAX or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission. 	<ul style="list-style-type: none"> Have the sender resend the FAX or modem transmission.

Locks

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none"> You may not have locked the receiver. 	<ul style="list-style-type: none"> You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none"> You may not have written down the password. 	<ul style="list-style-type: none"> Call the Customer Service Center at 1-800-333-DISH (3474). You must provide the following information: (1) your name, (2) your address, (3) your telephone number;(4) and the receiver serial identification number.

Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	<ul style="list-style-type: none"> You may have been away from the receiver, and someone else used it. 	<ul style="list-style-type: none"> Lock the purchase of Pay-Per-View programs. Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program must enter the password.
You find that you are not able to order a Pay-Per-View program.	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone line at all times. If you install two or more receivers, you must connect each receiver to an active telephone line at all times.
You find that you are not able to cancel a Pay-Per-View program.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and then decided not to watch it. 	<ul style="list-style-type: none"> You cannot cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear via all of the receivers.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and want it to be available via all the receivers in your setup. 	<ul style="list-style-type: none"> If you want to watch a Pay-Per-View program on TVs connected to up to six receivers, you must order the program for each receiver but you will only pay for the program once.

Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	<ul style="list-style-type: none"> The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. 	<ul style="list-style-type: none"> Start over again.

Remote Control Device Codes

REMOTE CONTROL DEVICE CODES

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

Programming in AUX mode: In most cases use these codes to program in TV mode; however, if programming in AUX mode, press 0 before entering the TV code.

A Mark 670
Action 662
Admiral 521 605 668 669 675
Aiko 727
Aiwa 751
Akai 570 573 659 660
A-Mark 620
Amtron 657
Anam National 509 541 620 651 657 661 663 698
AOC 505 506 519 520 573 620 627 652 653 654 659 664 665 670 672
Apex 743 744 745 757
Archer 620
Audiovox 620 657 662 672
Bell & Howell 590 669 675
Broksonic 562 659 661 748 752
Capehart 519 627
Citizen 506 516 523 524 525 526 590 652 654 657 658 680 727
Classic 659
Colortyme 573 627 652 654 660 667 668 671 674 679
Contec/Cony 541 655 657 661 662 726
Craig 536 541 657 661 662 666 667 694
Crown 526 536 657 666 670
Curtis Mathes 506 516 526 573 590 641 645 650 652 654 658 659 660 664 665 667 668 670 674 680 703 708
Daewoo 505 524 526 529 530 531 573 652 653 654 658 659 663 664 665 670 672 674 684 698 719 727
Daytron 526 627 652 654 658 665 670 672
Dell 772 773 774
Dimensia 645 650
DISH Network 742 763
Dixi 566 620
Dumont 501 627 652
Echostar 722
Electrohome 526 573 651 652 654 656 659 660 665 670 709 728
Emerson 526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 659 660 661 662 665 666 667 669 670 677 679 682 692 696 699 720
Envision 506 573 652 654 660 664
Fisher 542 590 683
Fujitsu 534 682 694
Funai 534 541 657 661 662 677 682 694
GE 508 509 543 544 630 645 646 650 651 652 654 659 661 663 665 667 668 670 673 676 690 691 698 701 715 716 725 728 742 763

Goldstar 505 523 526 545 546 566 573 652 653 654 655 656 658 659 660 664 665 670 671 693 730 747
Gradiente 660 671
Granada 627 670 671
Grundig 670 673
Hallmark 627 652 654 659
Harmon/Kardon 561 659
Hinari 534
Hisense 759
Hitachi 523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 665 668 669 670 672 673 702 718 726
Infinity 566 671
JBL 566 671
JC Penney 505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 659 664 667 668 670 673 676 680 690 691 701 725 726 728 730
Jensen 556 573 652 654 660
JVC 508 557 559 642 649 655 667 673 676 726 735 736 737
Kawasho 548 561 573 652 654 664
Kenwood 506 573 652 654 656 659 660 664 679
Kloss Novabeam 657 663 698 723 724
Konka 753
KTV 526 541 573 657 658 661 662 664 665 670 696
Lloyds 627 679
Loewe 566
Logik 675
Luxman 523 652 654
LXI 563 566 590 595 617 631 635 645 646 650 654 659 668 683 691 701 725
Magnasonic 573 659 660 669 672 677
Magnavox 506 520 525 536 566 567 568 573 610 652 654 656 659 660 664 665 666 669 671 673 674 677 723 724 729 762
Majestic 675
Marantz 506 566 573 652 654 660 664 665 671
Megatron 627 654
Memorex 590 627 653 654 659 675 720
MGA 504 505 506 542 571 573 627 652 653 654 656 660 728
Mitsui 769
Mitsubishi 504 505 542 570 571 572 573 597 623 627 652 653 654 656 659 660 664 665 670 671 705 728
Montgomery Ward 675
Motorola 521 605 651
MTC 505 506 516 523 573 627 652 653 654 659 664 667 672 680
Multitech 657
NAD 502 617 627 631 635 637 654
National 509
NEC 505 506 507 517 523 573 627 651 652 653 654 660 664 665 679 731 732
Nikkai 612
Nikko 654 672 727
Onwa 541 657 661
Optimus 637
Optonica 521 605 607
Orion 694

Osaki 612
Panasonic 508 509 510 512 566 644 651 662 663 668 672 673 676 685 689 698 700 716 734 747 761 765
Philco 505 506 525 536 568 573 610 651 652 653 654 655 656 659 660 664 665 666 669 671 672 674 677 723 724 729
Philips 525 566 651 652 655 656 671 690 723 724 729 770
Pioneer 502 548 576 636 637 648 652 654 663 665 708
Portland 505 526 573 652 654 658 659 664 665 670 727
Price Club 680
Prism 676
Proscan 645 646 650 668 691 725 742 763
Proton 513 519 526 536 585 627 652 654 655 659 660 665 666 668 670
Quasar 508 509 651 663 673 676 698 700 747
Radio Shack 526 541 607 612 645 661 662 663 668 670 698
Radio Shack/Realistic 590 607 650 652 654 655 657 658 683 730
RCA 503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 661 663 665 667 668 670 691 698 701 708 715 716 725 742 763
Realistic 590 645
Runco 501
Sampo 506 519 652 654 658 663 664 665 698 730 746
Samsung 505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 659 664 665 667 669 670 679 680 704 717 730 738 755
Sansui 754
Sanyo 542 590 652 683
SBR 566
Schneider 566
Scott 526 534 541 600 652 654 655 657 661 662 665 670 677 682 696 701
Sears 523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 659 661 668 670 682 683 688 691 703 725 726
Sharp 521 526 585 605 607 628 629 652 654 655 658 669 670 674 679 739 740 741
Signature 675
Solavox 612
Sony 500 578 640 670 690 758
Soundesign 525 536 541 627 652 654 657 659 661 665 666 682
Starlite 657
Supra 523
Sylvania 506 525 536 566 568 569 573 600 610 652 654 656 659 660 664 665 666 671 672 674 677 723 724 729 733 756 764
Symphonic 632 657 662 677 692 694
Tandy 521 605
Tatung 509 651 663 698
Technics 508 673 676
Techwood 523 573 652 654 660 676

Remote Control Device Codes

Teknika 504 505 512 516 523 524 525
526 534 536 541 573 644 652 653 654
655 657 658 661 662 664 665 666 670
672 675 680 682 685 726 727
Telefunken 679
Toshiba 516 590 617 631 635 667 680
683 688 750 771
Totevision 526 658 668
Ultra 672
Universal 543 690
Vector Research 506
Video Concepts 570 661
Viewsonic 760
Wards 536 573 607 645 650 652 653 654
656 659 664 665 666 667 668 669 674
675 677 682 690 715 723 724 729
White Westinghouse 659 664 670 672
674
Yamaha 505 506 573 652 653 654 656
664 666 672 679
Zenith 501 520 639 652 672 675 693 747

VCR Codes

Programming in AUX mode: In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

Aiwa 588 622 623
Akai 513 514 515 516 517 518 520 568
682
Alba 546
Amstrad 588
ASA 556
Audiovox 676
Bell & Howell 581
Broksonic 559 748
Bush 589
Calix 676
Canon 554 678 679
Capemhart 546
CCE 681
Citizen 534 591 592 594 675 676 677
Colortyme 592
Craig 591 608 675 676 681 685
CurtisMathes 554 592 594 605 607 675
677 678 679 683
Daewoo 506 534 546 547 559 588
Daytron 546
Denon 686
Dimensia 607
Dumont 549
Electrohome 512 676
Emerson 505 506 508 509 511 512 534
559 568 588 590 618 676 678
Finlandia 549
Finlux 549 556 588
Fisher 548 549 581 584 588 608 610
Fuji 678
Funai 588
Garrard 588
GE 550 551 552 554 572 591 605 607 675
678 679
GoVideo 557 558 620 685
Goldstar 592 594 676 747
Goodmans 585 589
Gradiente 588
Granada 549 581
Grundig 556
Harmon/Kardon 568 592

Harwood 681
Hinari 589
Hitachi 536 538 539 540 588 595 597 680
682 686
ITT 518
JCPenney 554 581 591 592 594 595 600
674 675 676 678 679 680 681 685 686
Jensen 595 680 682
JVC 561 562 563 581 592 594 600 674
682 686
Kenwood 562 581 592 594 600 674 677
682 683
KLH 681
Kodak 676 678
Lloyds 683
Logik 589 681 685
Luxor 518
LXI 676
Magnasonic 685
Magnavox 527 533 554 556 678 679 685
Marantz 554 556 581 585 592 594 600
602 674 677 678 683
Matsushita 678
Memorex 507 533 549 554 566 581 585
588 608 675 676 678 686
MGA 512 567 568
Minolta 595 680 686
Mitsubishi 512 562 567 568 570 571 595
680
Motorola 678
MTC 544 588 675 685
Multitech 579 588 675 677 681
NAD 573
NEC 562 581 592 594 600 602 674 677
682 683
Nikko 676
Noblex 675
Olympus 678
Optimus 676
Optonica 585
Orion 506
Panasonic 523 554 598 614 628 633 678
679 685 747
Pentax 592 595 677 680 683 686
Pentax Research 594
Perdio 588
Philco 554 678 679 686
Philips 554 556 585 678
Pioneer 562 573 574 575 576 600 674
680
Portland 546 677
Proscan 605 607
Proton 685
Quasar 554 678 679 747
Radio Shack 512 607 608 610
Radio Shack/Realistic 581 584 588 608
675 676 678 679
Radix 676
RCA 518 525 527 528 591 595 605 607
615 631 649 675 678 680 686
Realistic 534 549 554 581 584 585 588
608 675 678 679
Ricoh 502
Runco 533
Saisho 506
Salora 567 581
Samsung 515 517 534 579 591 675 755
Sansui 544 562 600 674 682 685
Sanyo 549 581 582 583 608 675
SBR 556
Schneider 589
Scott 508 534 559 590
Sears 548 549 581 584 595 608 610 676
678 680 683 686
Sentra 546
Sharp 512 585 607 625

Shintom 589 595 681 685
Singer 678 681 685
Sony 500 501 502 504 768
STS 678
Sylvania 554 556 567 588 678 679 756
Symphonic 588 594 683
Tandy 581 588
Tashiko 588 676
Tatung 594 682
Teac 588 594 682
Technics 554 633 678
Teknika 554 588 676 678
Toshiba 534 535 567 584 590 680
Totevision 591 675 676
Unitech 675
Vector Research 534 592 600 674 677
683
Video Concepts 534 568 592 600 674
677 683
Wards 534 588 595 608 675 676 678 680
681
XR-1000 588 678 681
Yamaha 581 592 594 600 674 682 683
Zenith 500 501 533 747

Tuner/Amplifier Codes

Programming in AUX mode: Press 2 before entering the tuner/amplifier code.

Aiwa 636 641 656 687 718 720 724 725
726
Bose 761
Carver 653
Citizen 709
Curtis Mathes 734
Denon 647 674 757 758 759 760 762
Fisher 653 741
GE 711
Goldstar 677 690
Harmon/Kardon 640 672 751
Hitachi 717 754
JBL 640
JVC 637 683 703 725
Kenwood 649 676 691 726 728 745
Luxman 752
Magnavox 654 705 740
Marantz 651 740 742 743 764
NAD 739
Nakamichi 671 748 750
NEC 716 739
Onkyo 642 660 662 678
Optimus 648 664 734 744 749
Panasonic 643 644 652 742 746 764
Pioneer 658 667 668 679 702 734
Proton 654 705
Quasar 652 742 746 764
Radio Shack 744
RCA 635 638 704 727
Sansui 753
Sanyo 741
Sharp 712 713 714 715 749
Sherwood 646 670 736 738 744
Sony 639 645 650 687 728 729 730
Soundmatters 763
Teac 684 737
Technics 643 644 652 742 746 764
Toshiba 710
Yamaha 663 730 731 732 733 745 747

Remote Control Device Codes

DVD Player Codes

Programming in AUX mode: In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

Aiwa 634 694 751
Alpine 653
Apex 654 655 743 744 757
Bose 758
Broksonic 656 752
Clarion 696
Classic 695
Daewoo 657
Denon 697 698 699 700
Emerson 658 701
Fisher 659
Funai 658
GE 702 703
Go Video 692 693
GPX 704
Hitachi 632 635 660 705 706 707
JVC 636 689 708 711
Kenwood 761
Konka 637 638 753
Koss 745
Lasonic 762
Magnasonic 762
Magnavox 626 661
Memorex 709
Mintek 710
Mitsubishi 629 767
NAD 701
Nakamichi 763
Norcent 712
Onkyo 713
Oritron 723
Panasonic 639 662 663 714 715 716 717
734 765
Philips 640 641 766
Pioneer 665 718 719
Proscan 720
Qwestar 721 723
RCA 627 650 666 690 742 749
Sampo 724
Samsung 651 652 667 668 691 740 741
Sansui 725 754
Sanyo 643 726
Sharp 669 727 746
Sherwood 728
Sony 617 644 645 670 671 729 730 731
768
Sylvania 658 764
Teac 732
Technics 733
Techwood 664
Toshiba 616 646 647 672 735 736 750
Yamaha 737 738 739
Zenith 648 673

TV/DVD Combo Codes

Programming for combination equipment: Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

Aiwa 751
Apex 757
Broksonic 752
Konka 753
Panasonic 734 765
RCA 749
Sansui 754
Sylvania 764
Toshiba 750

TV/VCR Combo Codes

Programming for combination equipment: Program the remote control in TV mode and then in VCR mode.

Broksonic 748
Goldstar 747
Panasonic 747
Quasar 747
Samsung 755
Sylvania 756
Zenith 747

DVD/VCR Combo Codes

Programming for combination equipment: Use VCR mode to control VCR and DVD functions; however, if programming in AUX mode, press 1 before entering the DVD/VCR code.

Go Video 692 693
JVC 689
RCA 690
Samsung 667 691
Sony 768



Appendix

What you'll find in this chapter:

- **LIMITED WARRANTY**
- **RESIDENTIAL CUSTOMER AGREEMENT**
- **STAYING LEGAL**
- **FCC COMPLIANCE**

Appendix

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, LNBF, 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

Mai: DISH NETWORK CUSTOMER SERVICE CENTER

P.O. BOX 9033

LITTLETON, CO 80160

Website: www.dishnetwork.com

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit our website at 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 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

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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

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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

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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.

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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

Appendix

FCC Compliance

product is part of the product identifier that has the format US:AAEQ##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.