

# Non-Hopper Receiver Installation

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## WALLY

- The Wally will install the same way the current ViP 211 receivers do
- The Wally does not support more than one TV and does not have an internal DVR
- To provide the Subscriber with an optimal viewing experience that allows them to use all of the Wally's features, connect the primary Wally using a direct Ethernet connection or a WiFi Adapter (Dongle). If the Subscriber requests these features on all Wallys, use a WiFi Adapter on the additional Wally receivers.

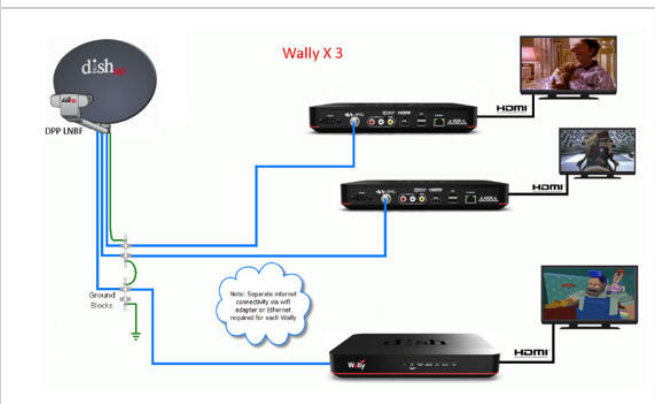
## Wally Installation Scenarios

### 1 Wally receiver



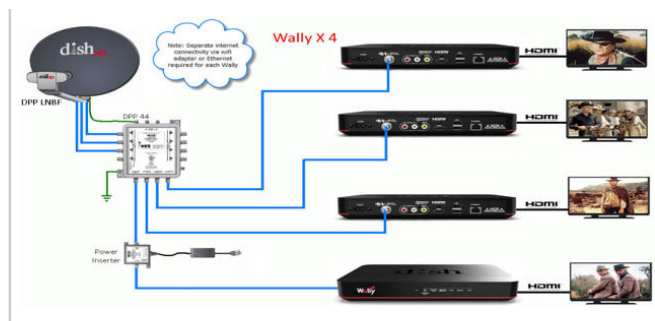
### 3 Wallys

A DPP Triple LNB will support up to three Wally receivers without a switch



### 4 Wallys

Installations with four or more Wallys will require a switch for installation



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## ViP GENERAL SETUP

### What You Need to Do

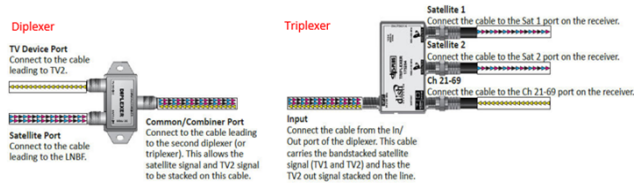
#### Customer Education for ViP (In Addition to Standard Customer Education Processes)

- Ensure the Subscriber understands which location is considered TV1 and which location is TV2
  - Often, CSC Agents are unable to have Subscribers troubleshoot at the correct location, as the Subscriber does not know which TV corresponds with the location listed (TV1 or TV2). This leads to unnecessary truck rolls and a delay in satisfactory service to the Subscriber.
- Walk the Subscriber through TV2 modulation
- Ensure the Subscriber recognizes the difference between over-the-air vs. satellite TV inputs
- Make sure the Subscriber understands that TV2 is set to a channel in order to receive the signal being sent by the receiver. Often, the channel TV2 uses for DISH signal is channel 60. This does not mean the Subscriber is watching channel 60. Instead, it means that channel 60 is displaying the satellite signal so that the Subscriber can use the DISH remote to view their satellite programming.
- Verify the Subscriber understands which channel/input the TV must be on in order to watch satellite vs. using another device such as a Blu-ray player or gaming system
- If the TV is on the cable input, it must often be kept on channel 60 (or the appropriated modulated channel) in order to view satellite channels
- Inform the Subscriber that, should they encounter issues after you leave the appointment, they should refer to this leave-behind as the first step for troubleshooting
- Provide the Subscriber a “Getting Started with DISH” leave-behind and refer them to the five troubleshooting steps under the “How You Might Get on the Wrong Input or Channel” section

#### Repair Appointment Prevention

- Verify signal strength meets prescribed thresholds
- Ensure all cable is up to standard
- Look for excessive bends that could impede the signal quality
- Remove excessive barrels that could degrade the signal
- Replace damaged, corroded, rusted, sub-standard, or unapproved components or connectors
- Replace frayed, damaged, sub-standard, or unapproved cabling
- Ensure all components used are approved and configured correctly

## Non-Hopper Receiver Installation



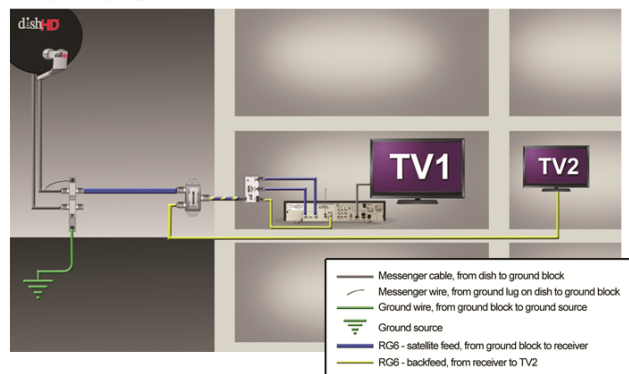
- Ensure all outdoor connections are torqued to 30-inch lbs.
- Ensure Subscriber receives detailed education on the TV2 locations

Refer to the [ViP Troubleshooting](#) document for further information.

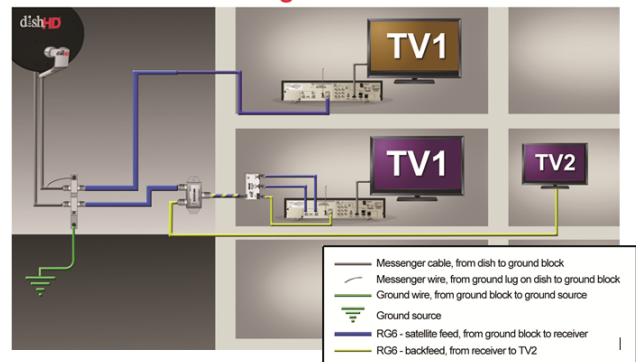
## ViP Receiver Installation Diagrams

Here are two of the most common installation configurations for ViP systems. Both examples show a dual tuner installed, which requires the use of a diplexer and triplexer to feed TV2. It is important to understand ViP system hardware functionality to mitigate issues due to improper use of components or inadequate cable use.

### 1 Dual Tuner



### 1 Dual Tuner and 1 Single Tuner



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## ViP 922

### Installing a ViP 922

Follow these steps to install the ViP 922:

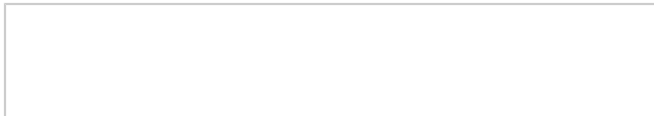
1. Run RG-6 cable rated to at least 2150 MHz from DPP LNBF or switch to the ViP 922 location
  - A single RG-6 cable can be utilized in a DPP LNBF or switch configuration
  - Dual coax cables are required when using a DP or legacy LNBF
  - Cable must be RG-6 rated at 2150 MHz

## Non-Hopper Receiver Installation

- It is recommended to install the dish antenna and ViP 922 first, then begin the ViP 922 download process before installing any other receivers (due to long download times)
  - Install any additional receivers and TV2 wiring for the ViP 922, after the software download has started

Note: the 922 download time is longer than other receivers because of the low volume of ViP 922s installed. Additional download bandwidth has been allocated to the Hopper platform

### Downloading Software and Completing Install Wizard



2. Connect ViP 922 to TV and complete all coax and audio connections in this location.

3. Power on ViP 922.

4. Link remote to 922 (481 Pop-Up appears on screen).



5. Check-Switch screen appears.

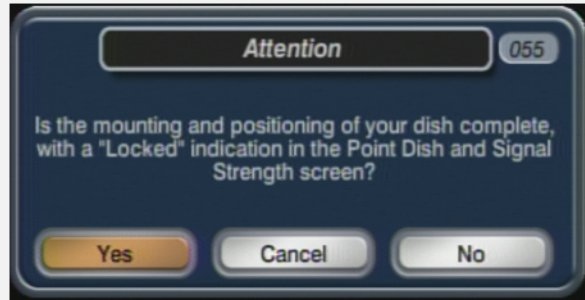
- Check-Switch must be run manually
- After check-switch is successful, exit and allow time for signal lock on satellite
- Once signal lock is achieved, select "Close"



## Non-Hopper Receiver Installation

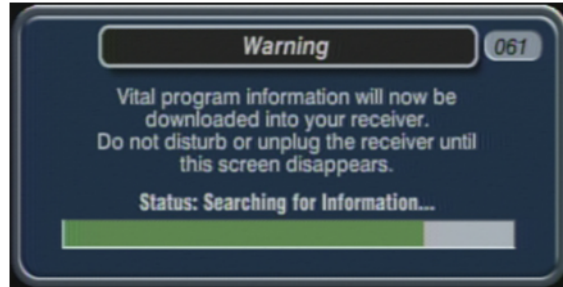
6. Attention 055 "Is mounting and positioning of your antenna complete..." message appears.

- Choose yes

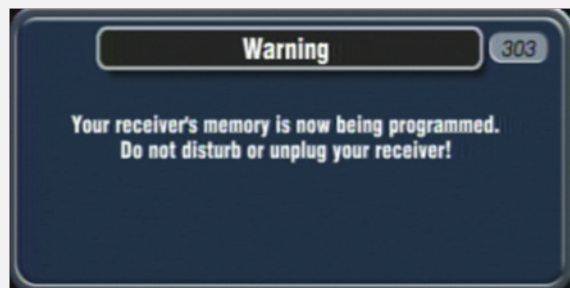


7. 061 "Vital program information will now be downloaded to your receiver" appears.

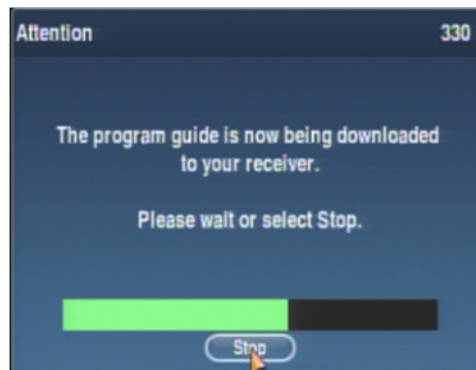
- Technician can leave receiver unattended and perform other duties for approximately 50 minutes at this point



8. After software download, pop-up 303 appears indicating flash memory burn.



9. Black screen and "Starting Up" screen alternate several times. Pop-up 330 "The Program guide is now being downloaded" appears.



10. Attention 013 pop-up appears indicating that receiver is not yet authorized. At this time, the activation hit can be sent via DASH, mobility device or through a CSC agent.

### Additional Configuration Requirements

## Non-Hopper Receiver Installation

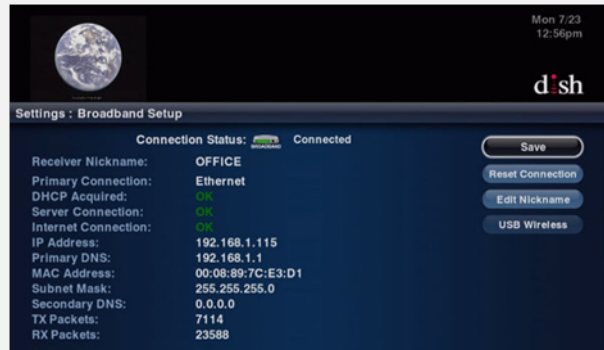
1. Resolution must be manually set on the 922 (settings menu)

- 1080i is the preferred setting if the TV can support this resolution
- HDMI is the preferred connection to the TV's video input
  - Component cables can be utilized as an alternate HD solution



2. Configure the broadband connection manually (settings menu)

- Direct Ethernet and Wi-Fi adapter are supported



3. Configure TV 2 modulation manually (settings menu)



4. After setting resolution, power off ViP 922 receiver and leave undisturbed for at least 10 minutes while programming activates

### Additional Considerations

- One remote viewing session can be active on the ViP 922 at a given moment
- The TV2 viewer will share the tuner with the remote viewer and will see the same program
- During Customer Education, inform the Subscriber that the ViP 922 has built in Sling
  - Explain that DISH Anywhere can be used to remotely view programming
  - Subscribers can get started by creating an online account at [mydish.com](http://mydish.com)
- Internet connectivity to the ViP 922 is required to access all DISH Anywhere features

### Programming Authorization Troubleshooting

## Non-Hopper Receiver Installation

- Verify receiver numbers on account are correct
- After activation, if the ViP 922 has been in standby but has not activated, perform a front panel reset
- Once the ViP 922 reboots, verify programming is active

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