

CONNECTIVITY PROCESS

Step	Task Owner	Process
1	Technician	Evaluate the customer's Internet connection during the site survey
2	Technician	Determine the best way to connect their ViP receiver
3	Technician	Educate the customer on the benefits of connecting the receiver to their home network while discussing the installation plan <ul style="list-style-type: none"> • "Connecting your DISH Network ViP® series DVR receiver to your broadband home Internet service allows you instant access to thousands of on-demand movies and television shows. Plus you'll have the ability to order Pay-Per-View movies and events using your remote control, and even manage your DVR directly from your remote computer or compatible mobile device."
4	Technician	Inform them that you will provide the devices and/or accessories to complete the connection free of charge
5	Technician	Complete the installation and connect the ViP receiver to the customer's network
6	Technician	Confirm connectivity by performing the STBH Live Confirmation or Send Status test <ul style="list-style-type: none"> • STBH Live Confirmation <ul style="list-style-type: none"> ◦ Confirms the broadband connection by finding the IP address ◦ Checks the receiver signal strength ◦ Prompts the data transmission and ensures the confirmation code is received <ul style="list-style-type: none"> ▪ Without completing this important step, it is possible the connection is not working properly ▪ STB Health Live Confirmation is available on the 211, 211k, 222k, 512, 522, 625, 622, 722 • Sent Status test (for receiver models not supported by STB Health Live Confirmation) <ul style="list-style-type: none"> ◦ Transmits data back to the server just like STB Health Live Confirmation, but does not provide a confirmation code

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