

1. Preparation

Pre Arrival

- Ensure professional appearance & conduct
- Verify correct tools, equipment, & supplies
- Review work order
- Status customer on arrival time

Arrival

- Gather materials

“ Status the customer ”

- Introduction
- Give estimated time of arrival
- Are pets secured?
- Are TVs pulled away from wall?
- Someone 18 years old+ present?

2. Customer Confirmation

- Introduction with customer
- Put on boot covers
- Confirm customer's order

Gather Materials

- Boot covers
- Multi Line Identifier
- LAN tester

3. Receiver/Connectivity Site Survey

- Identify the 1st receiver location
 - If pre-wired, tone out the line
 - If not, determine penetration location
- Check for internet/phone connectivity
- Identify TV2 location (dual tuner only)
 - If pre-wired, tone out the line
 - If not, determine penetration location
- Repeat steps for multiple receivers
- Ask customer about
 - Home Run Box
 - Verify correct lines with Multi Line ID
 - Crawl Space/Attic/Garage

“ Confirm customer's order ”

- Number of rooms to install
- Equipment in each room
 - HD or SD
 - DVR
- Programming
- Terms of commitment

4. Mounting/Cabling Site Survey

- Determine grounding option(s)
- Determine Line of Sight
- Determine mount location/mount type
- Determine cable route and configuration
- Measure/estimate messenger cable needed (from dish to ground block)
- Measure/estimate ground wire needed (from ground source to ground block)
- Must be less than 20 ft.

Tip

Use a standard color for toning out rooms:

Receiver #1	- Red
TV2	- Orange
Receiver #2	- Yellow
TV2	- Brown

5. Pre-Install Walk Through

- Advise customer on mount location, cable route, penetrations, and receiver locations
 - Service call charge to reconfigure receivers
- Gain approval and estimate job length
- Return to van
 - Status next customer

“ Advise customer ”

YOU are the expert! Inform the customer on the best place to mount the dish and run the cables. Only offer additional options if requested by the customer.

6. Dish Preparation

Dish Assembly

- Set your work area at the back of van
- Load tool belt
- Gather and arrange materials
- Adjust skew & elevation to local standards
- Attach skew plate to reflector
- Attach bracket to arm
- Cut and prep estimated messenger cable
- Attach LNBF to messenger cable
- Attach a ground lug/screw to mast
- Additional mount assembly (if needed)

Transport Materials

- Gather satellite meter, dish assembly, and single RG-6
- Bring all materials to mount site

Load tool belt

- Ground block(s)
- Connectors
- Diplexer(s)
- Flex clips
- Lag bolts
- Ground lug/screw
- Grounding component
- Silicone
- Wall plate(s)
- Bushing(s)
- Ground wire

7. Dish Installation

Dish Mount (Direct to Wall)

- Find and mark the stud
- Level the mount
- Mark and pre-drill holes
- Insert silicone
- Drill in first lag bolt
- Verify mount is level
- Drill in remaining lag bolts
- Tighten hardware
- Plumb and level the mast
- Attach struts (1000.4 long mast, 500+, 1000+)
- Place dish on mast

Pointing & Peaking

- Connect satellite meter & confirm settings
- Point dish to optimum signal
- Peak dish with fine tune adjustments (if applicable)
- Lock it in and tighten hardware

Gather materials

- Tool belt
- Reflector, mast, hardware, bracket
- LNBF, messenger cable
- Additional mounting materials

Critical steps

- Make sure you hit a STUD when mounting the dish
- Make sure you PRE-DRILL the holes
- Make sure to use the correct number of LAGS:
 - Wall = 6 lags (center 2 in stud)
 - Brick = 4 lags (not in mortar)
 - Angled = 4 lags
 - Under Eave = 4 lags

8. Grounding

- Attach messenger wire to ground lug/screw
- Run messenger cable to ground block
- Install ground block(s)
- Connect messenger cable to ground block
- Connect messenger wire and ground wire to ground block
- Install grounding component
- Run the ground wire to grounding component and connect

Critical step

- Secure cables every 12"-24"
- Build a 4" drip loop below connections
- Torque all outdoor connectors to 30 in. lb.

9. Cabling

Exterior Cabling - Pre Wired House

- Use multi-line identifier to ID proper lines
- Connect proper cables to ground block(s) and/or diplexer(s)

Exterior Cabling - Running New Cables

- Drill all penetrations
- Feed cables through bushing and apply silicone
- Run the remaining exterior cables
 - Secured every 12"-24"
- Connect cables to ground block/switch

Drill penetrations

- Measure both entrance and exit
- Drill inside - out (wood)
- Drill outside - in (brick)

Steps:

- 1- Clear both entrance/exit
- 2- Drill half of the hole
- 3- Feel around with drill bit
- 4- Drill the other half of the hole

Van Run

- Gather equipment and clear away trash from outside
- Go back to van
- Prepare interior cables
- Gather items
- Put on boot covers and proceed inside
 - May take multiple trips (if needed)

Gather items

- Receivers
- Connectivity device
- Vacuum
- Satellite meter
- Interior cables
- Wall fishing supplies (if needed)
- Interior ladder (if needed)

Interior Cabling

- Wall fish (if requested)
- Attach wall plate to cable (if needed)
- Attach wall plate to wall (if needed)
- Run interior cables to TV
 - Secured every 12"-24"

10. Receiver Installation

Receiver Set Up

- Check signal strength with Limit Scan
- Unwrap receiver and place in well ventilated area
- Connect appropriate items (diplexer, triplexer, antenna, etc.)
- Plug receiver into outlet
- Connect the receiver to the TV
- Run check switch & download software
- Prepare remote(s)
- Clean up receiver trash (including box)
- Repeat for all receivers
- TV2 (if applicable)
 - Connect TV2 to backfeed
 - Program TV2 remote to TV
 - Set SAT Auto tune
 - Repeat for all TV2s

Tip

Perform a Limit Scan before you set up the receiver, so that you can identify any issues in the install prior to activating and downloading the receiver.

Prepare remotes

Put on labels and batteries

Remote Address
At "System Info" screen:
[sat mode] hold + enter digits [1-15] + [#] + [Record]

Device Code - Power Scan
[TV mode] + [power] + [up arrow] + TV turns off + [#]
Limited Mode
[TV mode] hold + [page up] + [#]

SAT Auto Tune
Program: [TV mode] hold + [*] + [TV2 channel ex. 60] + [#]
Enable: [sat mode] hold + [*] + [vol up] + [#]

Activate and Finalize Set Up

- Activate receiver(s)
- Connect the receiver to internet/phone
 - Run STB Health Live
 - Verify signal strength and connectivity
 - Retrieve positive code
- (If applicable) change HDTV settings
- Clean up any mess with vacuum

Tip

USE THE VACUUM even if you did not make a mess. This will instill a level of confidence with the customer that we CLEAN UP after our installs. This will help you on your CSAT scores.

11. Customer Education

- Explain the work completed to the customer
- Hand the remote to the customer
- Use the Getting Started with DISH Guide to go over the basics of the system
- Use the Getting started with DVR Guide (if applicable)

12. Post Installation

- Customer signs agreements
- Thank customer
- Ensure you have all tools and equipment
- Remove boot covers and proceed to van
- Prepare for next customer
- Depart

Use the Getting Started Guide

Quiz the customer on the basics of the system, as well as the 5 troubleshooting steps. This will ensure the customer has learned the important information you have just taught.