

dish Setup and Activation Process – Hopper with Sling

Hopper with Sling Setup

Step	Screen	Receiver Action	Tech Action	Approx Time	
1			Plug Hopper with Sling in to power	00:10	
2	Hopper with Sling Starting up...	Hopper with Sling and install wizard starting up	No tech interaction with wizard required for 20 minutes (until Screen Step 9) – do the following: <ol style="list-style-type: none"> Repeat steps 1-2 for additional Hoppers with Sling Unwrap and place batteries in the remote Gather customer education materials (Quick-Start Features Guide, GSG, etc.) Place room/input sticker on Hopper with Sling remote Fill out room and input information in the GSG Open and unpack Joeys at each location Unwrap Joey remotes and place batteries in the remotes Place room/input stickers on each Joey remote Attach each Joey mount (if applicable) Attach power cords to the back of each Joey <ul style="list-style-type: none"> - Do NOT plug in to power yet Connect each Joey to its TV Prepare coax cables; do NOT connect them yet Clean up all trash and boxes Clean up inside/outside, including vacuuming Take tools, supplies, and trash back to the vehicle 	01:51	
3	Pop-up 833	Check switch			00:34
4	Receiver Setup Wizard: Satellite Check	Creating check switch matrix			03:53
5	Receiver Setup Wizard: Download Software	Download Hopper with Sling and Joey software			05:01
6	Black Screen and Pop-up 303	Memory burn			03:43
7	Hopper with Sling Starting up... and black screen	Hopper with Sling reboots			01:26
8	Receiver Setup Wizard: Download Software	Validating software and initializing			03:44
9	Receiver Setup Wizard: Pair Remote	Pairs remote to Hopper with Sling		Press the SAT button on the Hopper with Sling remote	00:19
	Pop-up 1248 appears				00:30
10	Receiver Setup Wizard: Name Location	Assigns a room name to the receiver	Choose correct name for the Hopper with Sling location	00:30	
11	Receiver Setup Wizard: Set Video Resolution	Set TV resolution	Set TV Resolution	00:30	
		TV Code	Select "TV Code" to configure remote to TV	01:30	
12	Pop-up 756	Save settings	Select "Yes"	00:10	
13	Receiver Setup Wizard: Connectivity	Validating connectivity	Once prompted: <ul style="list-style-type: none"> If connected via Ethernet, select "Next" If connecting via built-in wireless, select "Wireless" 	01:28	
		Wireless Connection	To configure wireless, select "Wizard" and follow the wizard steps	01:51	
14	Receiver Setup Wizard: Authorize Receiver	Authorization screen	Activate all receivers via mobility device or DASH	04:08	
15	"Watch TV" is available on the screen	Authorization complete	Select "Watch TV"	00:10	
16	Live TV	EPG download	Verify live TV <ul style="list-style-type: none"> - Do NOT wait for the EPG download to complete to move on to Joey Setup 	06:58	

Joey(s) Setup

For maximum efficiency please follow the steps as shown below:

Joey: Download Initiation

1. Attach coaxial cable
2. Plug the Joey in to power
3. Pair the remote by pressing the SAT button on the Joey remote
4. Name location by selecting the location name – select “Next” to initiate download
5. Initiate download and move on to next Joey if multiple Joeys are being installed

Joey: Setup Completion

1. Set and save the video resolution by selecting the appropriate setting then selecting “Next”
2. Link receivers by selecting appropriate Hopper with Sling from the Whole-Home screen
3. Select “Watch Live TV”
4. Program remote to the TV
5. Verify MoCA Signal in System Status Box C – bars should be green
 - Menu > Settings > Diagnostics > System Status
6. Verify that subscribed channels display (Local, Package, Premiums)

Repeat these steps for each additional Joey.

After Joey: Setup Completion

1. Access the TV Viewing Status Screen (red color key) at the Hopper with Sling and
 - Verify EPG download is complete by ensuring “Guide Update” is no longer displaying in status boxes
2. Verify signal meets required levels via STBH Live

Customer Education

1. Explain work completed to customer
2. Hand the remote to the customer
3. Review the Getting Started with DISH Guide (GSG) and Getting Started with DVR Guide
4. With the Quick-Start Features Guide in hand, show the customer the following pages:
 - a. Pages 13-16

- **PrimeTime Anytime** – show customer how to enable feature
- **AutoHop**
- **TV Viewing Status Screen** – accessed by red color key

Note: Provide an overview of the following apps and emphasize the importance of continuous internet connectivity

- **DISH Anywhere** – available on computers, tablets, and smartphones
 - Watch Live TV and DVR recordings on the go
 - Schedule your DVR recordings from anywhere
 - Instantly watch thousands of movies and shows
- **Hopper Transfers** – compatible with iPad and Hopper with Sling only
 - Move DVR recordings to iPad and watch them anywhere without an Internet connection
- **DISH Explorer** – compatible with iPad and Hopper/Hopper with Sling only
 - Exciting new way to discover movies and shows
 - Internet connection on Hopper/Hopper with Sling and iPad required

b. Page 19

- **Integrated apps on Hopper with Sling** – accessed by blue color key
 - Pandora, Game Finder, and social media apps

c. Pages 22 and 23 – Troubleshooting and customer support

RA: When replacing a Hopper/Hopper with Sling include the following steps:

1. Unpair remote before removing existing receiver by pressing menu twice and selecting “Unpair”
2. If saved settings are found, pop-up 1238 will appear, when pairing the remote – wait ten seconds then select “restore” – if “restore” is selected immediately, settings will not restore properly
 - a. If settings are successfully restored, the Hopper with Sling will reboot
3. If the SSID is backed-up on the remote, Attention 1239: Configure wireless network will briefly display

For installations with multiple whole-home DVRs:

- First whole-home DVR will be a Hopper with Sling if the customer specifically asks for one
- Second whole-home DVR will generally be a Hopper, unless specified by the work order
- Both whole-home DVRs can be plugged into power and setup simultaneously