



Setup and Activation - Hopper with Sling

STEP	SCREEN	RECEIVER ACTION	TECH ACTION	APPROX. TIME
1.			Plug in Hopper	00:10
2.	Hopper starting up screen	Hopper starting up	<i>Startup Actions (A)</i>	02:02
3.	833	Check switch	<i>Startup Actions (A)</i>	02:31
4.	Receiver Wizard	Acquiring signal		03:22
5.	Setup wizard: download software (step 3 of 5)	Hopper software download	If there are multiple Hoppers, repeat steps 1-6 If there are no more Hoppers to start up, complete <i>Software Download Actions (B)</i>	03:49
6.	303	Memory burn		06:58
7.	Hopper startup screen	Hopper reboots		00:15
8.	833	Check switch		02:03
9.	015	Acquiring signal		02:31
10.	Setup wizard: download software (step 3 of 5)	Joey software download		04:47
11.	756 (black screen while setting)	Saves settings	Select "Yes"	00:08
12.	"Watch TV" is available on the screen	Authorization is complete	Select "Watch TV"	00:21
13.	015	Acquiring signal	Continue entering installation details in ETADirect	02:14
14.	Live TV	EPG download	1. <i>Configure Remote to TV (C)</i>	11:36
			2. <i>Verify Client ID (D)</i>	
			3. Move on to Joey setup	

- (A) Startup Actions**
(07:55 total time)
1. Unwrap remote and batteries
 2. Place batteries in the remote
 3. Put room/input sticker on remote
 4. Fill out room and input information in the GSG
 5. Clean up Hopper box/other trash
 6. Take trash to the vehicle and bring back the vacuum

- (B) Software Download Actions (20:23 total time)**
1. Open and unpack Joeys at each location
 2. Unwrap remotes and batteries
 3. Place batteries in each remote
 4. Place room/input stickers on each Joey remote
 5. Attach each Joey mount (if applicable)
 6. Attach power cords to the back of each Joey and the HIC. Do NOT plug in to power yet
 7. Connect each Joey to its TV
 8. Prepare coax cables; do NOT connect them yet
 9. Clean up all boxes
 10. Clean up inside/outside, including vacuuming
 11. Take tools, supplies and trash back to the vehicle

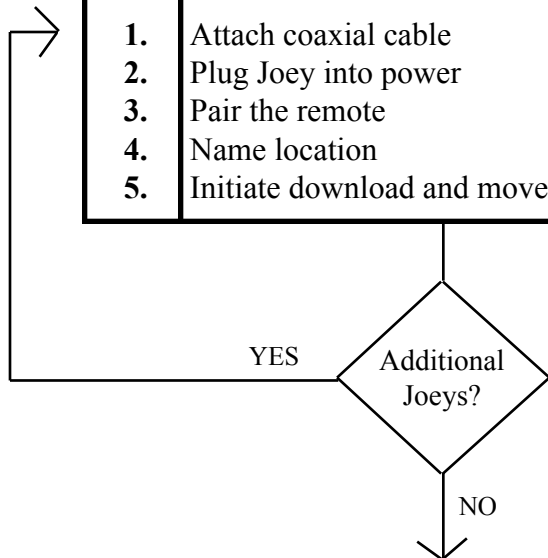
- (C) Configure Remote to TV**
1. Press MENU button
 2. Select "Settings" tile
 3. Select "Remote Manager"
 4. Program TV code
 5. Program Limited Mode
 6. Program other components (DVD player, audio receiver, etc.)

- (D) Verify Client ID**
- Do NOT plug any Joey or HIC to power until the Client ID# populates*
1. From live TV, press the blue shortcut button (Network Setup)
 2. Select the "Tests" tile
 3. Select "View Counters"
 4. Page down to "Client ID"
 5. If the Client ID# is populated, move to Joey setup
 6. If the Client ID# is not populated
 - a. Put the Hopper in standby
 - b. Wait 5 minutes and check again
 - c. Replace the receiver after 3 attempts

The following steps will be performed after there is live TV at the Hopper location and the Client ID is verified
They can be performed one after the other in sequence with minimal downtime

(1) Joey Download Initiation

Step	Action
1.	Attach coaxial cable
2.	Plug Joey into power
3.	Pair the remote
4.	Name location
5.	Initiate download and move on



Note
After you complete step 5 and initiate the download, move to the next Joey. Do NOT wait for the software download to complete.

Connectivity
The HIC and other connectivity devices can be connected to power and to the system any time after the Hopper has live TV and the Client ID populates.

Hierarchy

1. Direct Ethernet connection
2. HIC (using existing cable)
3. Wireless adapter
4. HIC (new cable run required)

Verify EPG Download (F)

F1. Press the red shortcut button (TV Viewing Status Screen)

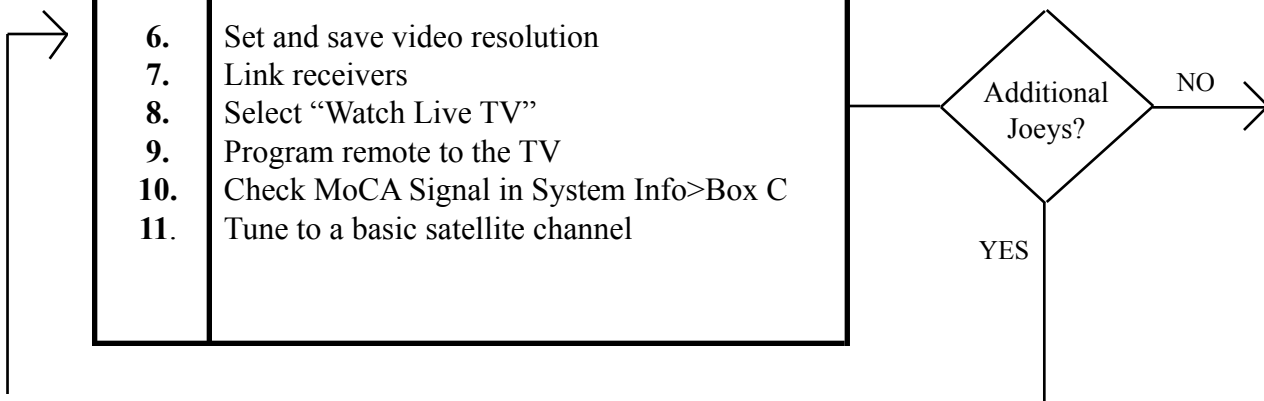
F2. The TV Viewing Status Screen displays three tuner status boxes on the top half of the screen

F3. If the EPG is still downloading, "Guide Update" will be displayed in two of the status boxes

F4. One at a time, these two status boxes will stop displaying "Guide Update." At that time, the DVR/EPG will be ready for customer ed.

(2) Joey Setup Completion

Step	Action
6.	Set and save video resolution
7.	Link receivers
8.	Select "Watch Live TV"
9.	Program remote to the TV
10.	Check MoCA Signal in System Info>Box C
11.	Tune to a basic satellite channel



(3) Hopper

Step	Action
20.	Access the TV Viewing Status Screen and verify EPG download is complete (F)
21.	Check signal level via STBH Live or through the Point Dish Screen
22.	Record a family-friendly premium program for customer education
	Repeat these steps for any additional Hoppers, then give the customer a walkthrough of the installation and perform customer education