

# 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 Installation Wizard starting up	<b>No technician interaction with the wizard is required for 20 minutes (until Screen Step 9), in the meantime, perform the following:</b> <ol style="list-style-type: none"> <li>Repeat Steps 1–2 for additional Hoppers with Sling</li> <li>Unwrap and place batteries in the remote</li> <li>Gather Customer Education materials (Quick-Start Features Guide, GSG, etc.)</li> <li>Place room/input sticker on the Hopper with Sling remote control</li> <li>Fill out room and input information in the GSG</li> <li>Open and unpack Joeys at each location</li> <li>Unwrap Joey remotes and place batteries in each of the remotes</li> <li>Place room/input stickers on each Joey remote</li> <li>Attach each Joey mount (if applicable)</li> <li>Attach power cords to the back of each Joey — Do NOT plug them in to power yet</li> <li>Connect each Joey to its respective TV</li> <li>Prepare coax cables, but do NOT connect them yet</li> <li>Clean up all trash and boxes</li> <li>Clean up inside and outside, including vacuuming</li> <li>Take tools, supplies, and trash back to the vehicle</li> </ol>	01:51	
3	Pop-up 833	Performing Check Switch test			00:34
4	Receiver Setup Wizard: Satellite Check	Creating check switch matrix			03:53
5	Receiver Setup Wizard: Download Software	Downloading Hopper with Sling and Joey software			05:01
6	Black Screen and Pop-up 303	Performing memory burn			03:43
7	Hopper with Sling Starting up... and a black screen	Hopper with Sling rebooting			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 the correct name for the Hopper with Sling location	00:30
11	Receiver Setup Wizard: Set Video Resolution	Sets TV resolution		Set the TV resolution	00:30
		TV Code		Select "TV Code" to configure the remote to the TV	01:30
12	Pop-up 756	Saving settings		Select "Yes"	00:10
13	Receiver Setup Wizard: Connectivity	Validating connectivity		Once prompted: <ul style="list-style-type: none"> <li>If connected via Ethernet, select "Next"</li> <li>If connecting via built-in Wi-Fi, select "Wireless"</li> </ul>	01:28
		Establishing 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 downloading	Verify live TV — Do NOT wait for the EPG download to complete before moving on to Joey Setup	06:58	

## Joey(s) Setup

For maximum efficiency please follow the below steps as shown:

### Joey: Download Initiation

- Attach coaxial cable
- Plug the Joey in to power
- Pair the remote by pressing the SAT button on the Joey remote
- Name the location by selecting the location name — select "Next" to initiate the download
- Initiate the download and move on to the next Joey if multiple Joeys are being installed

### Joey: Setup Completion

- Set and save the video resolution by selecting the appropriate setting and then selecting "Next"
- Link receivers by selecting the appropriate Hopper with Sling from the Whole-Home screen
- Select "Watch Live TV"
- Program the remote to the TV
- Verify MoCA Signal in System Status Box C (bars should be green)
  - Menu > Settings > Diagnostics > System Status
- Verify that subscribed channels are displaying (Local, Package, Premiums)

Repeat these steps for each additional Joey.