



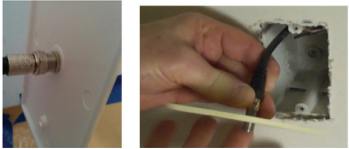




Basic Troubleshooting Steps for your Dish Network Receiver/DVR






In the event you experience an issue with your Dish Network receiver/DVR it is important that you follow the below troubleshooting steps prior to contacting Bulk TV's Technical Support Group. You will find that many basic problems can be resolved by following these simple steps, restoring your service quickly and minimizing your service interruption. However, should you need technical assistance please contact our 24 x 7 Technical Support Group at 800-954-1804 or visit Dish Network's Troubleshooting tips section at <https://www.mydish.com/support>. Performing the preliminary troubleshooting steps is required prior to requesting a technician dispatch, failure to perform these task could result in billable charges being incurred.

Error Message	Possible Cause	Corrective Action	Reference Photos
Partial or Complete signal loss	These error messages indicate that the Receiver/DVR is not receiving the incoming satellite signal	Problem is typically related to: 1) RF coaxial cable 2) Wall outlet 3) The main distribution feed 4) The receiver/DVR Problem is not related to the TV	
	Loose or disconnected cable	Check all cable connections from the wall outlet to the receiver/DVR for proper connection, ensure connections are hand tight. Bypass splitter if installed.	
	Receiver has locked up	Using the remote control access the System Setup Menu and perform a QAM Scan. A copy of the QAM Scan procedure can be obtained by contacting our Technical Support Group at 800-954-1804.	
	Bad connector or cable	Replace the RF Jumper cable from the wall outlet to the receiver/DVR with a new cable or one from a know working unit. Note: cable quality will affect your picture quality. It is recommended that you use high quality cables designed for use with satellite systems.	
	Bad connector or cable behind wall plate	Remove the wall plate, check cable for loose connections, make sure cable is not kinked, bent or damaged.	
	Bad receiver/DVR	If available swap the receiver/DVR with a known working unit from another location, replace defective receiver/DVR.	

If you need additional assistance, contact your Bulk TV Technical Support
800-954-1804 | TV@BulkTV.com | www.BulkTV.com/support




Basic Troubleshooting Steps for your Dish Network Receiver/DVR

Error Message	Possible Cause	Corrective Action	Reference Photos
No Signal	This error message indicates that the TV is not receiving the satellite signal from the receiver. The signal from the distribution system to the receiver is good	Problem is typically related to: 1) TV on wrong input 2) Cables between the receiver and the TV 3) The receiver/DVR 4) A bad TV/inputs Problem is NOT related to the incoming satellite signal.	
No power to the receiver/DVR		Ensure receiver/DVR is plugged in to an AC source, power button is on. If using a power strip insure it is turned on. If power strip is equipped with circuit interrupt make sure it has not tripped and needs to be reset. Try another outlet	
Loose or disconnected cable		Check all cable connections from the receiver/DVR to the TV for proper connection. Ensure connections are hand tight.	
TV on wrong input source		Trace the cable from the receiver output to the TV input. Verify the input source the cable is connected to on the back of the TV. Example: HDMI 1, HDMI 2, AV1, Component. Using the TV remote verify the input source selected corresponds to the actual connection on the back of the TV.	
Bad Input port on TV		Move the TV input (HDMI 1, AV1, etc) to a working port. As an example if you are connected to HDMI 1 move the input to HDMI 2. Using the TV remote be sure to select the new Input Source on the TV.	
Bad Input Cable		Replace the HDMI or RCA cable with a new cable or with one from a known working unit. Note: cable quality will affect your picture quality. It is recommended that you use high quality cables designed for use with satellite systems.	
Bad receiver/DVR		If available swap the receiver/DVR with a known working unit from another location, replace defective receiver/DVR.	

If you need additional assistance, contact your Bulk TV Technical Support
800-954-1804 | TV@BulkTV.com | www.BulkTV.com/support

Basic Troubleshooting Steps for your Dish Network Receiver/DVR

Problem	Possible Cause	Corrective Action	Reference Photos
Remote Control does not work	Defective remote control	If available try another remote, replace defective remote.	
	Missing or bad batteries	Replace missing or bad batteries with 4 new AAA batteries.	
	Batteries installed incorrectly	Make sure batteries are installed according to the diagram in the battery compartment.	
	Wrong or missing remote codes	Make sure the remote is programmed with the correct TV manufacturers code.	
Some but not all remote control functions work	Defective remote control	If available try another remote, replace defective remote.	
	Wrong or missing remote codes	Make sure the remote is programmed with the correct TV manufacturers code.	

If you need additional assistance, contact your Bulk TV Technical Support
800-954-1804 | TV@BulkTV.com | www.BulkTV.com/support