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# HOPPER DUO SETUP INSTRUCTIONS

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dish

Tuned In To You

# HELPFUL TIPS

- If you are not seeing the screens listed in this guide, try changing your TV's input by pressing the "Source/Input" button on your TV.
- When you reach the activation stage of this guide, you will need your previous receiver's ID number. It is located on a label on the back of your previous receiver. It begins with "R."

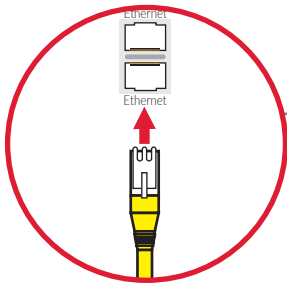
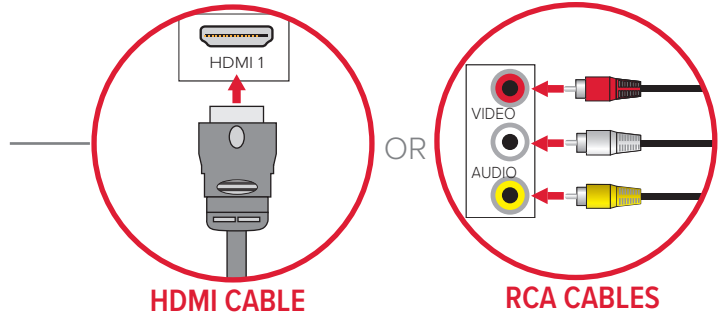
**Do you have questions?**

Take a look at the back cover of this guide to contact DISH!

# 01

## Connect Your Cables

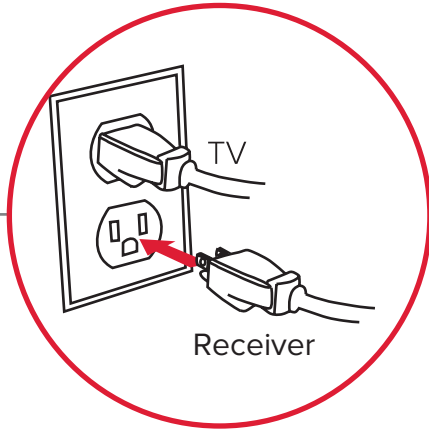
**A** Connect either the RCA cables or the HDMI cable to the corresponding port(s) on your receiver.



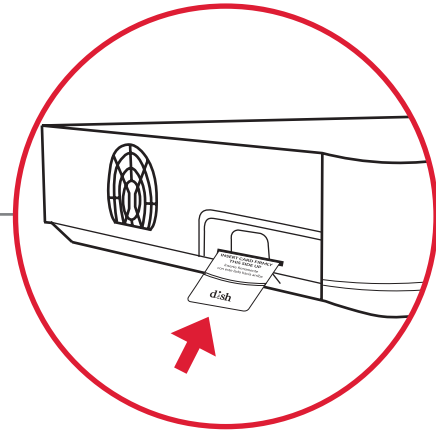
**B** Connect the Ethernet cable to the "Ethernet" port on your receiver.

# 02

## Power Your Equipment



**A** Plug the power cord from your Hopper Duo into a power outlet, and ensure that your TV is still plugged in. Turn on your TV. It could take up to 30 seconds for you to see any images.



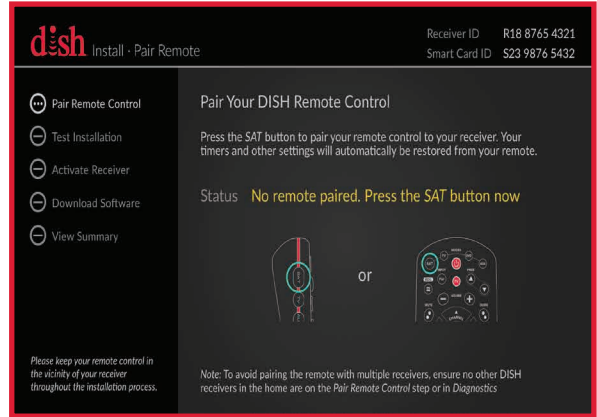
**B** Make sure that the SmartCard is secured firmly in the slot on the side of your Hopper Duo.

# 02

## Power Your Equipment



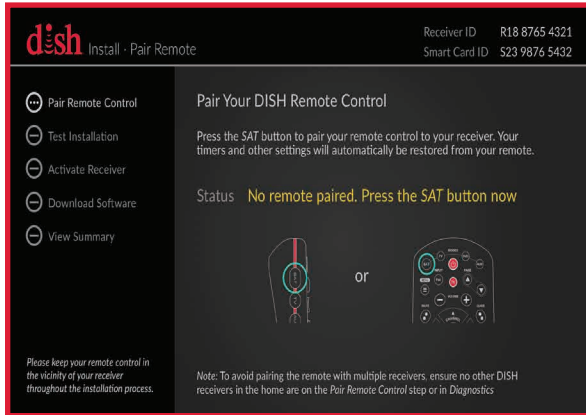
**C** You will see a loading screen, which could last for several minutes.



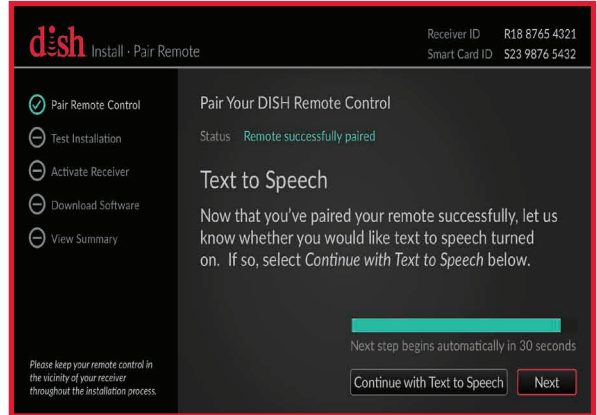
**D** When the Install Wizard screen appears, go to step 3.

# 03

## Pair Your Remote to Your Hopper



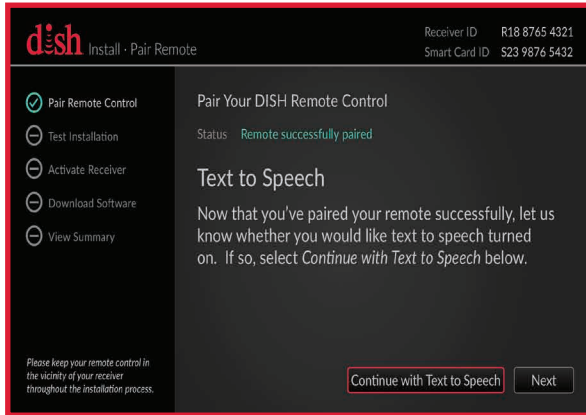
**A** Press the SAT button on your remote control to pair it to your Hopper Duo. All of your previous receiver's recording timers and other settings will be restored automatically.



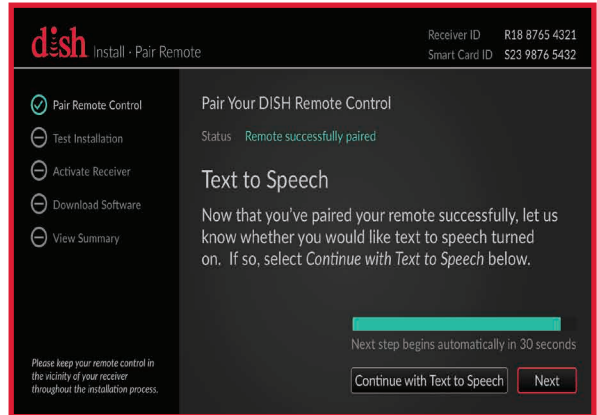
**B** Once your remote is paired, the Install Wizard will proceed to the next step automatically.

# 04

## Set Up Text to Speech



**A** If you would like to have a digital voice read the text onscreen, use your remote control to highlight the “Continue with Text to Speech” button. Then, press SELECT.

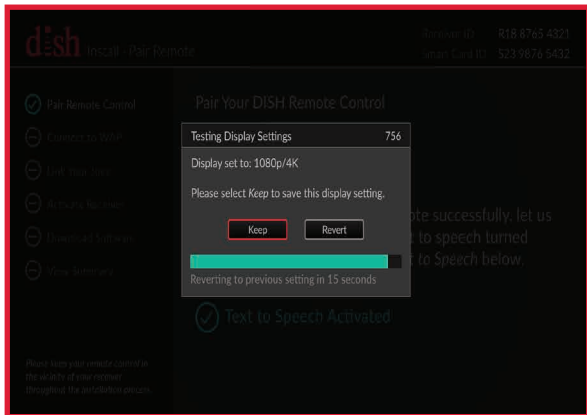


**B** If you do not want a digital voice to read the text onscreen, use your remote control to highlight the “Next” button. Then, press SELECT.

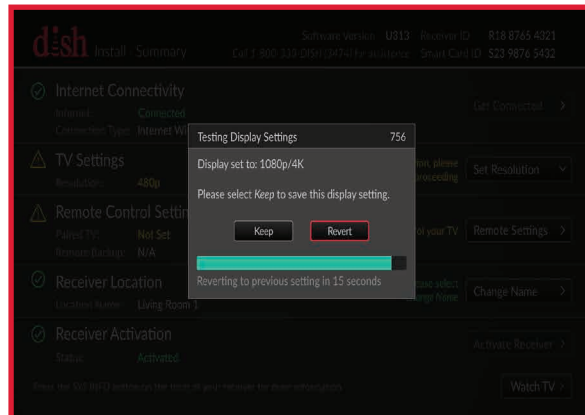
# 05

## Set Your TV Resolution

Depending on your TV, you may not see this screen.  
If this screen does not appear, skip to step 6.



**A** If the image onscreen looks clear and correct, use your remote control to highlight the “Keep” button. Then, press SELECT.

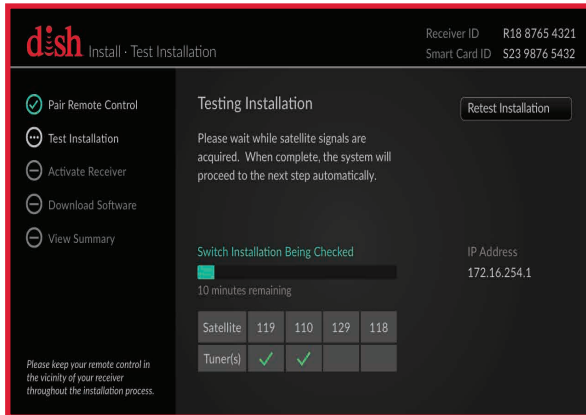


**B** If the image onscreen looks incorrect, use your remote to highlight the “Revert” button. Then, press SELECT.

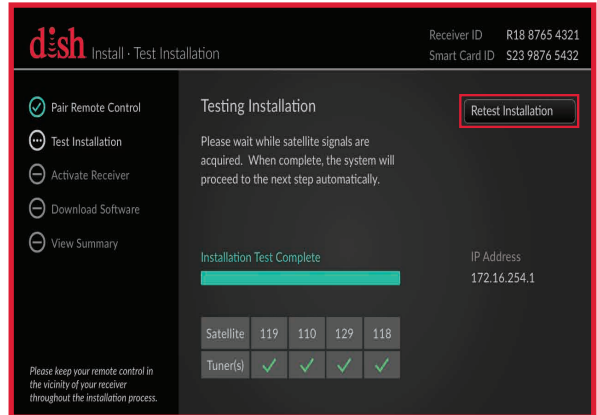


# 06

## Acquire Satellite Signal



**A** Wait while your Hopper Duo acquires satellite signal. This could take up to 10 minutes. Once signal is acquired, the Install Wizard will proceed to the next step automatically.



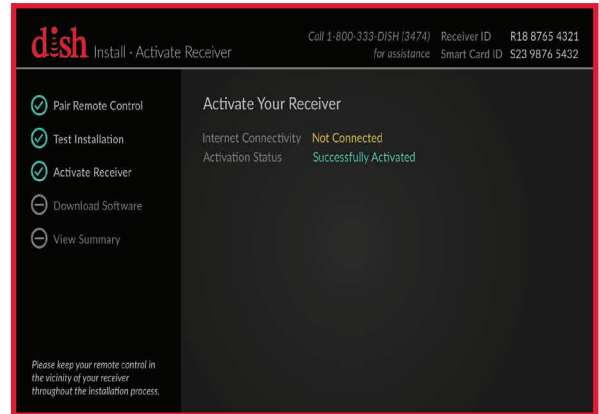
**B** If red “X’s” appear in the installation summary, ensure that the Ethernet cable is firmly connected to your Hopper Duo and the wall. Then, use your remote control to highlight “Retest Installation” and press SELECT.

# 07

## Activate Your Hopper



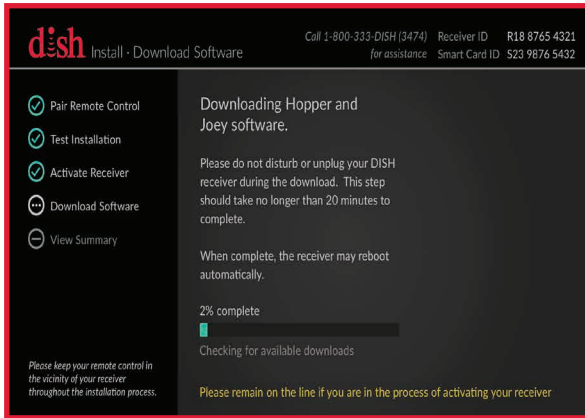
**A** Call 1-866-794-6166 to activate it with a DISH agent. You will need the Receiver ID and Smart Card ID located on the Activation screen.



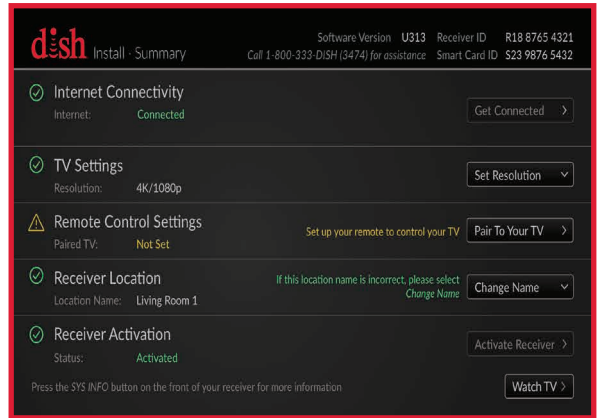
**B** Once activated, you will see a screen confirming that you activated your Hopper Duo successfully. The Install Wizard will then advance to the next screen automatically.

# 08

## Download Hopper Software



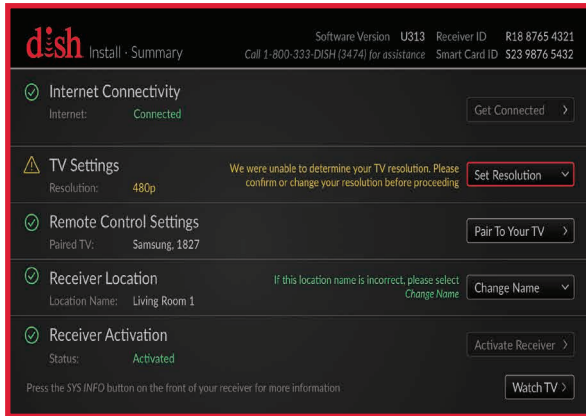
**A** Your Hopper Duo will start downloading software automatically. This process will take approximately 20 minutes.



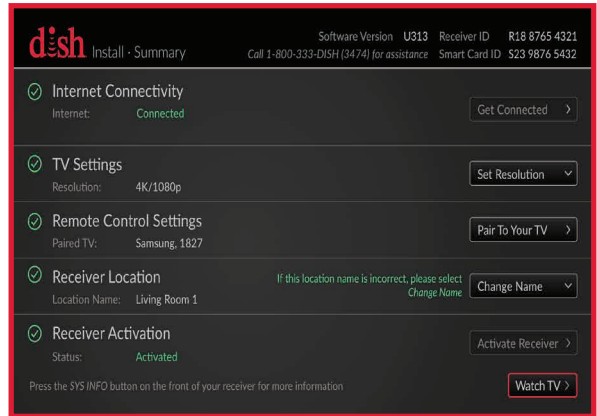
**B** Once your Hopper Duo completes the software download, the Install Wizard will advance to the next screen automatically.

# 09

## Review the Summary Screen



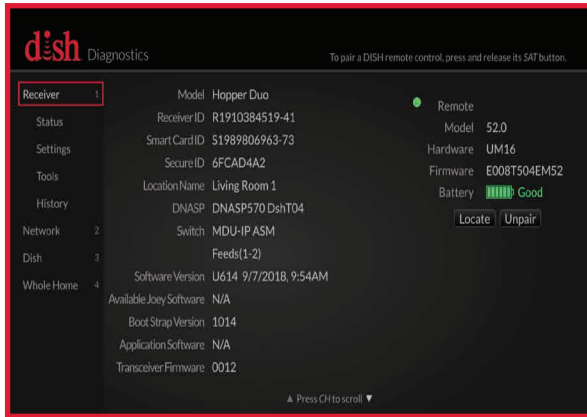
**A** Review the Summary screen. Any fields with green checkmarks are complete, and yellow fields are steps that need your attention. To change the information in a yellow field, highlight the dropdown tile and press SELECT. Then select an option from the dropdown menu.



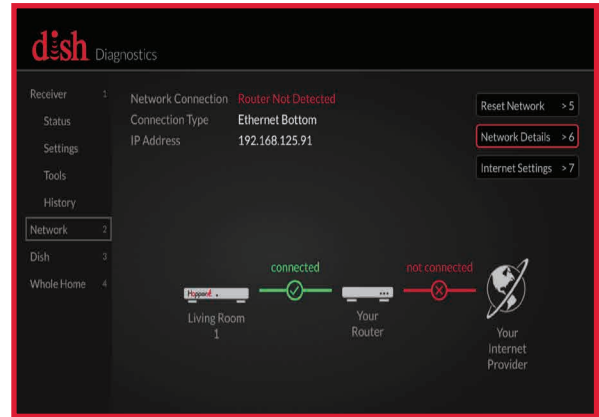
**B** When you have completed all of the steps on the Summary screen, select the “Watch TV” tile to start watching your favorite programming with DISH.

# 10

## Authorize Your Hopper to Receive Internet Access (if needed)



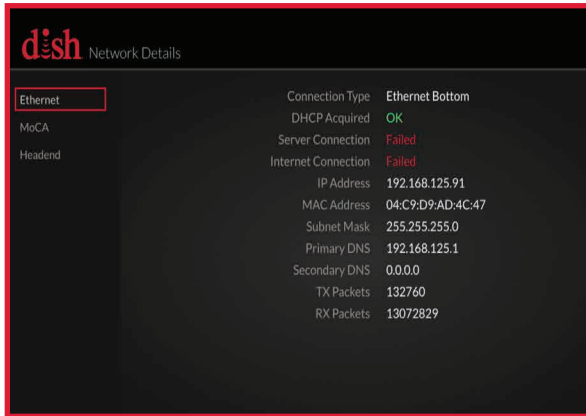
**A** Press the Home button on your remote three times to display the Diagnostics screen.



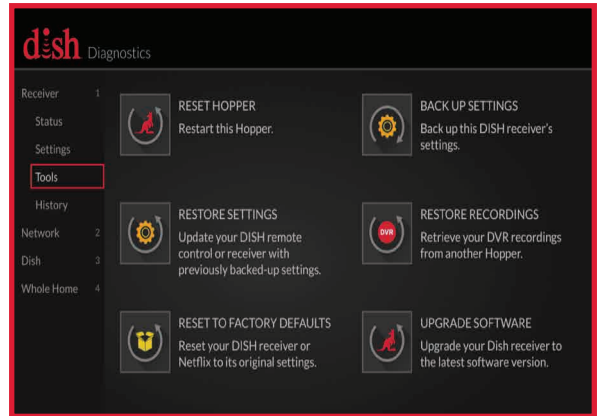
**B** Select “Network” in the left menu, and then “Network Details” on the right.

# 10

## Authorize Your Hopper to Receive Internet Access (if needed)



**C** If your network requires device information, such as a MAC address, you can retrieve it from this screen.



**D** Once the device is authorized for internet access, press the Back button on your remote. Select “Tools,” and then “Reset Hopper.”

# Have questions?

Let us help!



Get product support information at [mydish.com/support](https://mydish.com/support).



Find helpful instructional videos at [youtube.com/user/dish](https://youtube.com/user/dish).



Call us at 866-794-6166.

## We want to hear from you

so that we can keep delivering what you need to enjoy your TV service.



Share your thoughts at [mydish.com/tunedintoyou](https://mydish.com/tunedintoyou).

