2 The Parts of the System

THE RECEIVER

THE RECEIVER FRONT PANEL

Power Light

This green light on the receiver front panel lights up when the receiver is turned ON. This light flashes when the receiver memory contains unread mail messages.

Smart Card Slot

Insert the Smart Card in this slot, on the receiver front panel.

WARNING! The receiver works *only* with the Smart Card installed. The receiver works *only* with the Smart Card that was shipped with it, *not* with a card for another receiver. The Limited Warranty *does not cover* replacement of Smart Cards that you lose or damage.

THE RECEIVER BACK PANEL
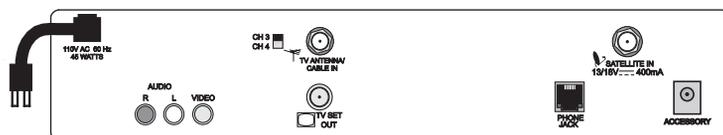
The back panel of the receiver provides the connectors that you use to wire the receiver to all the other electronic devices that you use.

Depending on the installation setup that you use, you may not use some of these connectors, but they are provided to support any desired setup.

WARNING! Tighten the back panel coaxial cable connections *only* by hand. Using a wrench may over-tighten the connections, causing damage. Such damage is *not* covered by the Limited Warranty.

User and Installation Guide

Phono (RCA) Audio/Video Outputs

Connect a TV to these outputs to get the best available audio and video from the receiver.
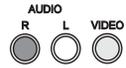
Channel 3/4 Switch

If you use the TV Set Out (RF or VHF Connection) to wire the receiver to a television, set this switch to the channel for the signal output. Select a channel that is not being used by a cable or local television station. Note: All receivers come preset to channel 3. If you connect the receiver to a VCR that also uses a channel switch, set both switches to the same channel.

TV Antenna/Cable In (RF or VHF Connection)

Connect a broadcast TV antenna or cable TV cable here.

TV Set Out (RF or VHF Connection)

The receiver sends non-stereo output through this connector. If you are connecting cable TV or a broadcast TV antenna to the receiver, use this connection to connect to the TV for good picture and good non-stereo sound. Use the Phono (RCA) Audio/Video Outputs to support the highest quality stereo sound and video for satellite channels. See RF or VHF Connections (Good Picture and Sound) on page A-14 for more information.

Telephone Jack

Connect a telephone line with a standard RJ-11 telephone connector to the receiver here, and then connect the line to an active telephone connection.

Satellite In

Connect the coaxial cable from the satellite antenna to the receiver using this connection.

Accessory Jack

The Accessory Jack may be used for future upgrades.

ExpressVu™ REMOTE CONTROL

The remote control provides you the ability to easily access all the features of the ExpressVuTM system, including changing channels and using the menu system. These features are discussed later in this chapter. In this Guide, we use "remote control" and "remote" interchangeably.

ATTENTION!

Because the receiver has no front panel control buttons, if *you* lose or damage the remote you will *not* be able to operate the receiver.

If this happens, call Customer Service at 1-800-SKY-DISH or see your local ExpressVu™ dealer to order a replacement. When you call, refer to remote control number 123475322. You will be charged the sale price of the remote, plus shipping and handling.

*User and
Installation Guide*

INSTALL BATTERIES IN THE REMOTE

ATTENTION!

The remote is shipped with two AAA batteries, packaged separately. **Any time you remove or install the batteries, you may have to reprogram the remote for all electronic components.**

1. Press down on the slot in the battery case cover (on the back of the remote) to open the cover.

2. If you are replacing old batteries, remove all two batteries.

3. Insert the new batteries, being sure to match the plus ("+") ends with the plus indicators on the remote. The batteries alternate plus and minus ("-") ends when properly seated.

4. Replace the cover by inserting the tabs into the slots, and snapping the cover into place.

Battery Cover

Batteries

Back of Remote
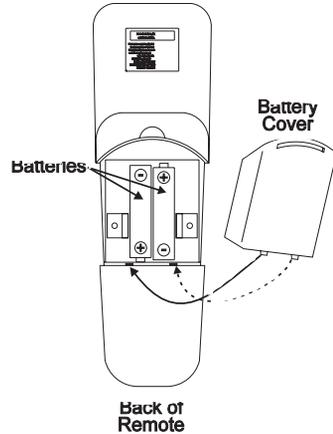
If the remote does not work after installing the batteries, confirm that the batteries are properly seated, with the plus and minus ends aligned correctly. You may need to reset the remote address, particularly if you have a UHF remote.

REMOTE BUTTONS

TV/VIDEO BUTTON

If you connect the receiver using only the RF or VHF connections, use this button to switch between the receiver and an alternate video source such as cable or broadcast TV antenna input.

TV/VIDEO

POWER BUTTON

Press the **Power** button to turn the receiver ON or OFF. The power light on the receiver illuminates to indicate the receiver is ON.

When the receiver is turned ON, you can view satellite programs. Depending on the wiring setup that you use, when the receiver is turned OFF, you can view local TV programming received via cable or broadcast TV antenna. See "Wire Your System Together" on page A-13 for more information.

MUTE BUTTON

Press the **Mute** button to temporarily turn off the sound. Press the **Mute** button again to restore the sound.

Note: This button works only if you have programmed the remote to control a TV (TV mode) or a stereo amplifier (AUX mode). The **Mute** button changes the volume at the corresponding electronic component, not at the receiver.

MENU BUTTON

Press the **Menu** button to open the **Main Menu.**

VOLUME BUTTON

Press the (+) side of the **Volume** button to increase the sound volume. Press the (-) side of the **Volume** button to reduce the sound volume.

Note: This button works only if you have programmed the remote to control the TV (TV mode) or a stereo amplifier (AUX mode). The Volume button changes the volume at the corresponding electronic component, not at the receiver.

GUIDE BUTTON

Press the **Guide** button to open the **Program Guide.**

UP/DOWN/LEFT/RIGHT ARROW BUTTONS

You can use the arrow buttons several ways in the ExpressVu™ system.

• When you are using a menu, press the **Up, Down, Left,** or **Right** arrow button to move the highlight to the desired option.

• When viewing a program, press the **Right** arrow button to open the **Browse Banner.**

• When viewing a program, press the **Up** or **Down** arrow button to change channels.

• When you have a **Browse Banner** open, press the **Up** or **Down** arrow button to view the **Browse Banner** for the next channel.

• When a menu offers you a list of choices, press the **Up** or **Down** arrow button to bring more choices into view.

• When you have the **Program Guide** open, press the **Up** or **Down** arrow button to move the highlight through the channels.

• When you must enter a number for a menu option, press the **Up** or **Down** arrow button to increase or decrease the number where you have placed the highlight.

When you have a **Browse Banner** or the **Program Guide** open, press the **Left** or **Right** arrow button to display programs in different time periods. **Note:** You cannot display a time period earlier than the present.

SELECT BUTTON

Press the **Select** button to select the highlighted option in a menu and perform the function.

INFO BUTTON

You can use the **Info** button several ways in the ExpressVu™ system:

- Press the **Info** button for information about a program when:

❒ You have the **Program Guide** or a **Browse Banner** open,
❒ You have highlighted the program while selecting programs using **Themes,** or
❒ You are viewing the program.

- When you have a menu open that contains a **Help** option, press the **Info** button to see the help information for that menu.

- When you have the receiver powered OFF, press the **Info** button to display system information, including the receiver address and the Smart Card number. You may need to provide this information if you call the ExpressVu™ Customer Service Centre.

VIEW BUTTON

Press the **View** button to return to viewing your program. If you are already watching your program, press the **View** button to briefly display the **Program Banner.** If you are performing a procedure in the menus, press **View** to cancel and exit completely back to your program.

CANCEL BUTTON

Press the **Cancel** button to cancel the current procedure and to return to the previous menu.

NUMERIC PAD BUTTONS

You can use the numeric pad buttons several ways in the ExpressVu™ system.

- Press the buttons on the numeric pad to enter any requested numbers, such as the system password or a menu option.

- When viewing a program or when the **Program Guide** is open, enter the 3-digit channel number and press the **Select** button to change immediately to that channel.

- When you have the **Program Guide** open, enter the number of hours, and then press the **Left** or **Right** arrow button to display programs in the time period offset by the designated number of hours. **Note:** You cannot display a time period earlier than the present.
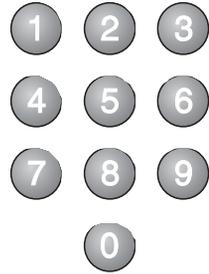
RECALL BUTTON

Press the **Recall** button to go back to the last channel you were watching. Press repeatedly to alternate between the last two channels that you viewed.

SYSTEM INFORMATION BUTTON

Press this remote control button to display the **Important System Information** menu.
Note: You can also display this menu by temporarily removing the Smart Card from the slot in the receiver front panel (see page 4-40 for details).
For program information or **Help** option information, press the remote control **Information** button (see page 2-7), not this button.

PAGE UP BUTTON

When you have the **Program Guide** open, press the remote control **Page Up** button (in the **Guide Paging** area on the remote) to page up through the listing
of channels.

PAGE DOWN BUTTON

When you have the **Program Guide** open, press the remote control **Page Down** button (in the **Guide Paging** area on the remote) to page down through the listing of channels.

MENUS

We designed the menus to make programming your receiver and selecting services quick and easy. The receiver displays the menus on your TV screen ("on-screen"). You use menus to communicate with the receiver and use the receiver features, such as setting security locks or selecting a program. Each of these features is discussed later in this chapter.

See **Chapter 3 - Using the System** for the procedures to use most of the features available on your ExpressVu™ system.

OPEN MENUS

You can use two methods to open the menus provided by the ExpressVu™ receiver.

• Press the appropriate button on the remote to immediately open the desired menu.

❒   **Guide**   Opens the **Program Guide.**
❒   **Info**   Opens the **Info** menu for a program. If the receiver is powered
             OFF, opens the **Important System Information** menu.
❒   **Menu**   Opens the **Main Menu.**

• Change to the desired menu using the menu system.

EXIT MENUS

You can exit the menus and return to viewing your program by finishing whatever procedure you were doing, or by pressing the **Cancel** or **View** button repeatedly until you exit to your program.

If you do not do anything in a menu for several minutes, such as press a button or select an option, the menu automatically closes. This will discard any changes you made, and return you to the program you were viewing.

MENU OPTIONS

When you are using a menu, you select options to do various things, such as go to another menu, save any changes you have made, or cancel any changes.

A typical menu option looks like this:

OK

or this:

1   Program Guide
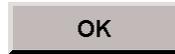
HIGHLIGHT MENU OPTION

When you highlight a menu option using the arrow buttons on your remote, the designated function will be performed when you press the **Select** button. You can use the **Select** button on the remote or the front panel of the receiver.

A typical highlighted menu option looks like this:

OK

or this:

1   Program Guide

SELECT MENU OPTION

When you select a menu option, the designated function is immediately performed.
You can use two methods to select a menu option:

- Press the number button on the remote numeric pad that matches the number, if any,
  on the menu option. If you do this, you do not need to highlight the option first.

- Highlight the menu option, then press the **Select** button on the remote or the
  front panel.

ON-SCREEN LISTS OF CHOICES

When you select a choice from a list, the receiver does not apply the change until
you select the **Save** or **OK** option. If you do not want to save any changes, select
the **Cancel** option to discard all changes made in the menu.

Note: The following examples are for demonstration purposes only.

There are two types of lists: single choice and multiple choice.

Single choice allows only one choice to be selected at one time. If you select another choice, the previous choice is deselected. The single-choice list uses circles to identify the choices.

Multiple choice allows multiple choices to be selected at one time. If you select another choice, the previous choices remain selected. Selections transfer from one area of the screen to another to identify the choices.

HIGHLIGHT CHOICE IN LIST

Use the arrow buttons on the remote to highlight an item in the list to select a choice.
Within the list, use the arrow buttons to move the highlight to the desired choice.

The black arrows on the list indicate the direction(s) in which you can move the
highlight.

SELECT CHOICE IN LIST

To select a choice in a list, highlight the choice and then press the **Select** button on the remote or front panel. When you select a choice on a list, the ExpressVu™ receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any change, select the **Cancel** option to discard all changes made in the menu.

If a choice is highlighted in a single-choice list, it typically appears as shown below:

Selecting an item in the list by pressing the Select button causes the button beside your choice to become highlighted as shown below:

• If a choice is highlighted in a multiple-choice list, it typically appears as shown below.
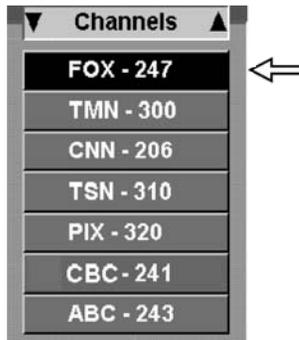
EXPRESSVU™ SYSTEM FEATURES

Following are the features that you are likely to use most often.

PROGRAM BANNER

The **Program Banner** is displayed for a few seconds at the top of the TV screen every time you change the channel or press the **View** button on the remote. The **Program Banner** provides information about the program being viewed. The information will vary, depending on the specific program, but may include any or all of the items in the following figure.
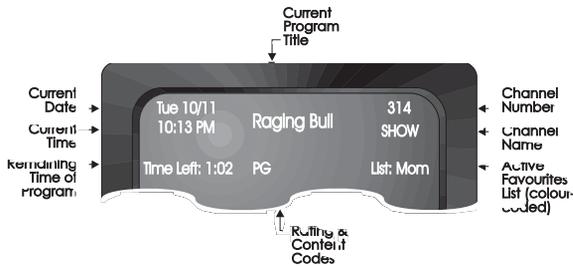
BROWSE BANNER

You can see the banners for programs on other channels without removing the current program from view (this is called "browsing"). These banners are called **Browse Banners.** To open the **Browse Banner**, do the following.

REMOTE BUTTONS

1. Press the **Right** arrow button while viewing a program.

2. Press the **Up** or **Down** arrow button to view the **Browse Banner** for programs on other channels.

3. Press the **Select** button to change to the program in the **Browse Banner.**

The difference between browsing and channeling up or down (see page 3-3) is that when you browse, the current program does not change until you press the **Select** button. When you channel up or down, the program changes as you press the arrow buttons.

The **Browse Banner** provides information about programs that are on other channels, in addition to the program on the current channel. The information for the current channel is displayed at the top of your TV screen. The information for the program on the other channel is displayed at the bottom of your TV screen.

The **Browse Banner** information includes the following items.
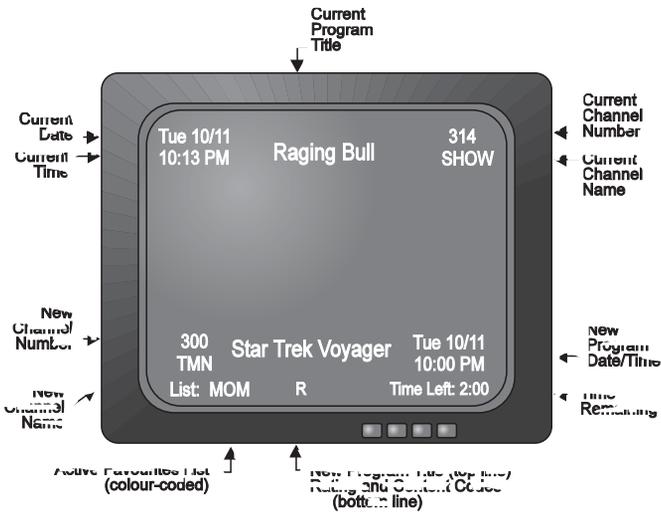
PROGRAM GUIDE

The **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to access many of the features of the ExpressVu™ system, including selecting a program for immediate viewing and purchasing services.

See "Available Services" on page 1-6 for more information about subscription channels and adding channels.

- The listing includes only programs that are being shown now and that are scheduled for a limited time beyond the present. The listing does not include programs that have ended.

To open the **Program Guide**, do the following:

	REMOTE BUTTONS	**MENU OPTIONS**
Press the **Guide** button to open the **Program Guide.**	GUIDE	
or		
1. Press the **Menu** button to open the **Main Menu.**	MENU	
2. Select the **Program Guide** option.	1	1 Program Guide

The **Program Guide** may contain any or all of the items shown below:

Current date
and time

Lock status of the system

Tue - Mar 23
8:30 pm

◄ 24 ►

Channel number or number of hours to skip

Day of the programs in view

Wed ►	8:30 pm	9:00 pm	9:30 pm
328 WGN	Last of the Mohicans		Bounty Tracker
320 TBS	Secrets of the Deep		Justice Files
142 YTV	Reboot	Are You Afraid of the Dark?	
448 A&E	The Lives of a Bengal Lancer		Best of Comic Relief
314 SHOW	Alfred Hitchcock Presents		Hitchhiker
440 FOX	Ren & Stimpy	Star Trek	To Be Announced

Time of the program in view

Program List

Channel number and name

Indicates that this program began or will end in a time period that is not in view.

Indicates that the last available time period available is in view (you cannot display a time later than this).

Indicates that the first viewable time period is in view (you cannot display a time earlier than this).

◄ 24 ►

Allows you to skip backward or forward a desired number of hours. Enter the number of hours using the remote control numeric pad, then press the **Left** or **Right** arrow button.   Also allows you to skip to another channel number. Enter the channel number, then press the **Select** button.

Note: The **Program Guide** can only display programs scheduled for a limited time beyond the present.

MAIN MENU

The **Main Menu** provides access to all the features available in the menu system. To open the **Main Menu**, press the **Menu** button:

The **Main Menu** is similar to the following.

MENU
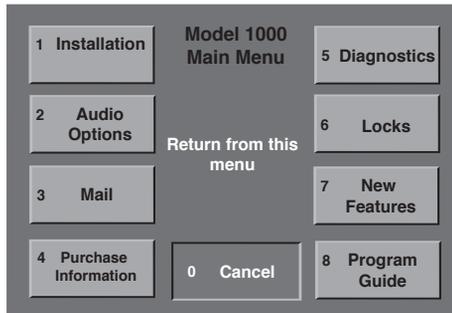
1 Installation	Model 1000 Main Menu	5 Diagnostics
2 Audio Options	Return from this menu	6 Locks
3 Mail		7 New Features
4 Purchase Information	0 Cancel	8 Program Guide

ELECTRONIC MAIL

You may receive mail from the ExpressVu™ Customer Service Centre via the ExpressVu™ satellite signal. This mail typically notifies you of upcoming events, programs, special offers, and system changes. You may also receive mail that is specifically addressed to you, informing you of billing changes, or asking you to call the ExpressVu™ Customer Service Centre.

When you have unread messages, the following occurs.

• When you press the Info button for information on a program, the Info menu displays an envelope.

• The power light on the front of the ExpressVu™ receiver flashes.

ATTENTION!
It is important that you read, and then delete the mail messages that you receive. The receiver memory can store only a limited number of messages. If it receives more messages than it can hold, it will delete the oldest messages, as necessary, to make room. If this happens, you may miss important information.

DISH-ON-DEMAND℠ PPV PURCHASE INFORMATION

When you purchase DISH-On-Demand℠ PPV programs, the receiver stores the information in its memory. The receiver dials into the ExpressVu™ Customer Service Centre every few days to send the purchase information. These phone calls are made in the middle of the night, at irregular times, and are toll-free (no cost to you).

ATTENTION!
If you disconnect the receiver from your phone line, you will not be able to purchase DISH-On-Demand℠ PPV programs using the receiver.

SOFTWARE UPGRADES

Occasionally, you may receive software upgrades via the ExpressVu™ satellite signal. These software upgrades are sent to your system via the satellite, and may include new features in the menus or additional functions for existing menus. You do not have to buy additional equipment to use these features.

SYSTEM SETUP

The **System Setup Menu** provides a number of functions that help you install, customize, and get information about your ExpressVu™ system.
You can display the **System Setup Menu** by pressing the **Menu** button to display the **Main Menu,** then selecting the **System Setup** option.

The **Installation and Setup Menu** is similar to the following.

```
                    Installation and Setup Menu

        1   Factory       Return from this      4  Telephone
            Defaults           menu                 System

        2   System                               5   System
            Upgrades                                 Information

        3 Point Dish/     0    Cancel           6   Language
          Signal                                    Change
```
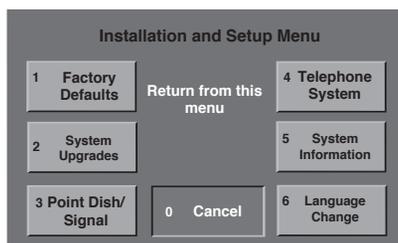
Each option on this menu takes you to another menu or display. The following list describes how these options work:

1 INSTALLATION
This option takes you to the **Installation and Setup** menu. You will use this menu most while you are initially setting up your system. The **Installation and Setup** menu allows you to do the following:

- Aim the antenna at the satellite.

- Get general system information.

- Tell the receiver what type of telephone system you have and specify a prefix for outside calls, if required.

- Set up the system upgrade authorization. You can either have system upgrades loaded automatically, or you can specify that you want to authorize each upgrade before it is loaded.

- Return to the factory default settings. You can discard all settings you have made and reset the receiver to the original factory settings.

ATTENTION!

When you reset the receiver to default settings, all event timers and settings that enable the receiver to control a VCR will be discarded. If you have defined security locks on the receiver, and the receiver is locked, these locks will not be discarded. If the receiver is unlocked, these locks will be discarded. (You can confirm whether locks have been discarded by opening the **Program Guide** and seeing if the lock symbol is displayed.)

The system password is not discarded. You cannot reset the receiver to default settings to discard a password you have forgotten, nor can an unauthorized person do so to bypass a security lock.

2 ALTERNATE AUDIO

This option takes you to the **Select an Alternate Audio Language** menu. This menu allows you to set up the audio in a different language. For example, if a program is transmitted in both English and French, you can choose which language you would prefer.

Note: This changes only the audio portion of programs and only if it is provided in multiple languages. This does not change the menus provided by your receiver.

3 DIAGNOSTICS

A set of diagnostic functions allow you to test your ExpressVu™ system. These functions are in the **System Diagnostic Tests** menu. You can perform these functions yourself to verify that your system is in working order; or, if you call the ExpressVu™ Customer Service Centre with a problem, the ExpressVu™ Customer Service Representative may ask you to perform some of these functions.

4 NEW FEATURES

Occasionally the ExpressVu™ Customer Service Centre may send, via the satellite signal, a list of new features available to you. These will arrive with a mail message for you, explaining them. The **New Features** option displays these and allows you to subscribe to them, if desired.

5 PURCHASE INFO

This option takes you to a screen that shows your most recent DISH-On-Demand℠ PPV purchases.

6 MAIL

Display the **Mail** menu. You may receive electronic mail messages via the satellite signal. This menu allows you to read these messages.

7 LOCKS

Display the **Parental and System Locks** menu. You can lock the system, to make sure it is being used the way you want it to be used.

8 PROGRAM GUIDE

Display the **Program Guide.**

SECURITY FEATURES

There are two levels of security: receiver security and ExpressVu™ Customer Service Centre security. Each method works independently of the other. You can use either method or both methods, or you can decide not to use the security features at all.

RECEIVER SECURITY

Receiver security locks control which channels or programs can be viewed, and whether services such as DISH-On-Demand℠ PPV events can be purchased using the receiver. Locked programs or channels require the viewer to enter a password for viewing them. For example, you can set programs with violence to be security locked.

> **ATTENTION!**
>
> The ratings code locks feature is not available as of the printing of this manual. This capability will be activated when broadcasters begin transmitting rating guidelines as part of the electronic datastream.

> **ATTENTION!**
>
> The ratings and extended ratings (content) code locks that are used for security locks reflect the codes that were assigned to the programs by the original program providers. These codes are provided for your assistance, but you should be aware that the actual content of the programs may differ from the assigned codes.

When you lock the system, you must enter and verify a password. Thereafter, this password must be used to unlock the system. You can change this password at any time.

> **ATTENTION!**
>
> If you lock the system, and then forget your password, you will not be able to watch locked programs using the receiver. You cannot reset the receiver to default settings to discard a password that you have forgotten. You will need to call the ExpressVu™ Customer Service Centre at 1-888-SKY-DISH to authorize them to override your receiver password. After this is done, you will need to define a new password for the receiver if you want to use the security locks.

Once you lock the system, the security locks that you have defined are activated. Also, additional cost services (such as DISH-On-Demand℠ PPV programs) are automatically security locked when you lock the system. This means you will have to enter your password to get DISH-On-Demand℠ PPV programs.

If you attempt to access a locked item (such as a locked channel), you will be asked to enter the password. You are allowed three attempts to enter the correct password. If the correct password is not entered, the receiver will not allow more attempts for several minutes.

If you enter the correct password, you can then see the locked item. If you exit the locked item, you must reenter the password to see it again.

You can unlock the system so that you will not be prompted for the password again. The system will be unlocked until you lock it again.

SMART CARD

The Smart Card identifies your receiver to the ExpressVu™ network.
The Smart Card authorizes descrambling of the satellite signal, and authorizes purchases using the receiver. Your receiver will not work without the Smart Card that was shipped with it. You cannot use a Smart Card that was shipped with another system in your receiver.

ATTENTION!

Be careful not to bend or damage your Smart Card. Your Smart Card is not covered by your Limited Warranty. If you lose or damage your Smart Card, you will be charged a replacement fee.

When you first install your receiver, make sure that the Smart Card is firmly inserted into the slot behind the access door of the receiver.

EXPRESSVU™ CUSTOMER SERVICE CENTRE SECURITY

You can set up a Personal Identification Number (PIN) that is assigned to your account at the ExpressVu™ Customer Service Centre for call-in requests only. Thereafter, this PIN will be requested by the ExpressVu™ Customer Service Centre Representative or the automatic telephone assistance system to authorize any transactions to your account. This includes purchasing services or special events, account inquiries, and overriding the receiver security password.

You can select the PIN when you first turn on your service, or at any time thereafter.

ATTENTION!

If you forget your PIN, you will need to speak with a ExpressVu™ Customer Service Representative at 1-888-SKY-DISH. The ExpressVu™ Customer Service Representative may ask for additional information to confirm that you are authorized to make any transactions to your account.