

# DISH Notes

## Communication

### HDMI Issues with the ViP622 DVR and ViP211



#### WHAT IS HAPPENING?

During troubleshooting, you may come across a customer stating the HDMI port on their ViP622 DVR or ViP211 does not work. This is an issue which our Engineering and Technical Operations departments are aware of and are currently implementing a fix. However, until this issue is resolved, we need to be able to offer a solution and deliver a consistent message to our customers. You will need to be ready to identify this issue, answer questions or concerns regarding this issue and provide the correct resolution for the customer.

#### WHAT YOU WILL NEED TO DO

Here is a breakdown of known problems and solutions for the ViP622 DVR and ViP211 HDMI port issues: (You can also find this info in the Known Receiver Issues list for each receiver in Tech Portal)

##### Problem

The receiver's HDMI port was working and then randomly stopped working. The customer has a Vizio television.

The receiver's HDMI port was working and then randomly stopped working. The customer DOES NOT have a Vizio television.

The customer's television never worked with the receiver's HDMI port.

##### Solution

Both receivers have a known compatibility issue with Vizio televisions where they may randomly or completely lose video when using HDMI cabling. DO NOT create an RA for this; it is a software issue. As a temporary fix, advise the customer to use Y/Pr/Pb cabling.

There is a hardware problem with the HDMI connector and the receiver needs to be replaced. Make sure to also submit an Uncommon Trend Report (UCT) and include the brand and model of the customer's television.

The television has a compatibility issue or the receiver may need to be RA'd. If this is the first time a customer calls regarding this issue, create an RA. Make sure to submit a UCT to include the brand and model of the customer's television. DO NOT create an RA for this issue if one has already been created for this issue.

# DISH Notes

## C o m m u n i c a t i o n

### HDMI Issues with the ViP622 DVR and ViP211



#### CURRENT & FUTURE SOFTWARE FIXES (ViP211 only)

Here is a list of current and future software releases which included a fix for this issue:

- L3.41 (Current - released 10/3/2006) - Included driver upgrades which should have addressed some HDMI compatibility issues
- L3.42 (Future - release TBD) - Includes fixes for HDMI audio loss that is fixed by a reset. It also includes further HDMI driver updates and fixes that help prevent video loss.

#### FREQUENTLY ASKED QUESTIONS

Have any questions? Here are some frequently asked questions regarding the HDMI issue.

**Q: Does the DISH 411 receiver also have this issue?**

**A:** Yes. The DISH 411, as it is similar to the ViP211, also has this issue.

**Q: What should I tell a customer who requests an ETA on a fix for this issue?**

**A:** You need to tell the customer that this is a top priority issue that is currently being worked on. DO NOT promise the customer an ETA on when the issue will be resolved.

**Q: Can a customer use a HDMI to DVI adapter as a temporary fix?**

**A:** No. If the HDMI port does not work, you should recommend that the customer use Y/Pr/Pb cabling as a temporary fix.

