

DVR Conversion

Make a non-DVR DISH Network receiver into a DVR!

Record and store programs and control live TV using an external USB 2.0 hard disk drive

Convert select models of non-DVR DISH Network receivers to function as a DVR by connecting a compatible USB 2.0 external hard drive (EHD) to the receiver's USB port. After the feature is activated (by contacting the Customer Service Center) and the EHD is connected, programs can be recorded and stored on your EHD, so you enjoy all the benefits of having a DVR without having to change receivers.

Compatible Receivers:

- DISH 411
- ViP®211
- ViP®211k

DVR Features:

- DVR features include:
 - 30-second skip forward
 - 10-second skip back*
 - Pause live TV
 - Fast forward and fast reverse
- View a recorded program while also recording both a satellite program and an OTA program onto the external hard drive.

Requirements:

- Customer must purchase an external hard drive with the following features:
 - USB 2.0
 - External power source (not powered by the receiver's USB port)
 - Between 50GB and 1TB storage capacity
- Activate the feature by calling 888-241-2205. A one-time DVR Conversion fee will be charged and covers all compatible non-DVR receivers on the account.

* Note: ViP211/ViP211k skips back 30-seconds on the first instance and skips back 10-seconds subsequently.

Considerations:

- Choose a high-quality hard drive. In general, major brand-name external EHDs are compatible. Do-it-yourself external EHD kits and expandable racks may not be compatible. Currently, only single EHD units are supported.
- No dual drives (two drives in one physical case).
- No hybrid drives (flash memory plus traditional disk in one physical case).
- When you connect the drive the first time, you will see a pop-up message asking if you want to reformat the drive—if you select **Yes**, anything previously stored on the EHD will be erased. If you select **No**, you cannot use the EHD for DVR service until you select **Yes** (this “No” choice gives you the opportunity to transfer to another device any data that may have been stored on the EHD before proceeding).
- Dedicate an EHD only for use with a compatible DISH Network receiver—do not use the drive for other purposes (for example, connecting to your computer for computer file storage), or you will lose any content stored on the drive.
- The external drive will be working constantly—do not move the drive while it is on unless properly unmounted using the “Remove DVR” button.
- You can connect multiple external hard drives (one-at-a-time) to your receiver.



FAQs:

QUESTION	ANSWER
I already paid the one-time \$39.99 Archiving Activation fee to connect an external hard drive to my ViP-series DVR receiver—do I have to pay the DVR Conversion one-time fee also?	Yes. These are two different services.
Can I connect the external hard drive used for my non-DVR to an archiving-compatible DVR and vice versa?	No. The external hard drives can be transferred once but not shared between DVR and non-DVR receivers. Moving each way will require re-formatting, and any stored programs will be deleted.
How many non-DVR receivers can the external hard drive be connected to?	As long as the DVR EHD authorization is on the account, the external hard drive can be connected an unlimited amount of times between compatible non-DVR receivers that are active on the account.
Can I take the external hard drive used on my ViP211 to a friend's house and watch content from it through his ViP211?	No. You cannot share external hard drives between accounts. When the drive is connected to the new receiver, the receiver will prompt to re-format the drive.
Can the external hard drive be shared between a computer and the receiver?	No. The computer and receiver will each prompt to re-format the hard drive if the drive is connected to the other device. Dedicate an external hard drive specifically to the receiver as all data will be lost if it is re-formatted.
How can I safely detach my external hard drive from my receiver?	You must properly un-mount the external hard drive by using the Remove DVR selection on the My DVR menu. Once you click Remove DVR , a warning pop-up lets you know the receiver will reboot and disconnect the EHD. The pop-up requires you to confirm or cancel. If you select OK , another pop-up lets you know when it is safe to unplug the EHD; in 20 seconds the receiver reboots.

Troubleshooting:

- After connecting the EHD, if the Multimedia menu lists **No Device Attached**, the receiver does not recognize the hard drive. Disconnect the EHD from power then reconnect it to see if the receiver recognizes the EHD. If not, the hard drive is not compatible.
- If the EHD was previously hooked up to a DVR receiver (like a ViP®612 DVR, a ViP®622 DVR, or a ViP®722 DVR), it needs to be reformatted before it will work on a DISH 411, ViP211, or ViP211k. Connecting a previously-used drive will bring up a warning message to confirm the customer wants to re-format the hard drive for use with the DISH 411, ViP211, or ViP211k. Any previously-stored recordings will be erased if **Yes** is selected on this warning message.
- To verify the EHD feature is activated, press the DVR button on the remote. The My Recordings screen will open if the feature is activated.