

Remote is not working

1. Verify the batteries are installed according to the diagram inside the remote control's battery compartment.
2. Try changing the batteries in the remote control. Batteries should all be of the same type (for example, alkaline or lithium) and size.
3. Confirm your remote is in the correct mode for the device you want to control. For example, to control your satellite receiver, press the SAT mode button on the remote before the function you want performed.
4. Make sure you are using the correct remote control provided for your ViP922 receiver. These remotes use radio frequency (RF) signals to operate your ViP922 receiver. Other equipment is usually controlled using infrared (IR) light signals. If you have programmed the remote to control your equipment in other device modes, then the remote control must have a clear line of sight to the front of these other devices.
5. Check that the remote control antenna is hand tightened onto the back panel connector on your ViP922 receiver. The small antenna should not be touching other cables, connectors, or equipment. Adjusting this antenna to point straight up usually attains the best performance. When linking a remote, hold it within a couple of feet of this remote antenna.
6. Verify you have linked your remote control to your ViP922 receiver. Touch POWER on the receiver on the front panel to activate the capacitive controls, then select SYSTEM INFO. With the System Info screen displayed, any linked remote control(s) should be listed on the right-hand side of the screen. If your remote is not listed, hold it close to the remote antenna attached to the back of the receiver, and then press and release the SAT mode button. Check several buttons to see if your remote is now linked to and controls your ViP922 receiver.
7. If your remote still doesn't work, select Un-Link on the System Info screen and listen for the confirmation tone. After you hear it, you can press the SAT button to link the remote again. If you do not hear the tone, continue with the next step to un-link the remote control manually.
8. If your remote is not listed or cannot be un-linked on the System Info screen, then do the following:
 - Access the System Info screen, as in *Step 6* above
 - Press and hold down the SAT button for a few seconds until all the device-mode buttons light up, and then release SAT.
 - Press the RECALL and 0 (number zero) buttons at the same time (SAT lights up), and then release them.



Getting More Help

Troubleshooting

- Press the SEARCH button (SAT lights up).
- Press the VOL+ button (SAT lights up)
- Press the STOP button (SAT lights up, then un-link tone is heard).
- Go back to *Step 6* and repeat to re-link your remote control.

Forgot password for Parental Controls

1. If you have forgotten your existing password, you must call 1-800-333-3474 (DISH) with your Receiver CA ID number to get more assistance. Locate the Receiver ID number by selecting SYSTEM INFO on the front panel, or alternately, by pressing MENU twice. You can also view detailed information by selecting the **Settings** tile, scrolling down, and then selecting **System Info**. Write down the Receiver ID number (after the letter R and before the dash).
2. To reset your password, press MENU to access the Main Menu, select the **Settings** tile, then select **Parental Controls**, and then choose the **Edit Password** option. When prompted for your old password, you must re-enter your existing password before you can enter and confirm a new password. If you have forgotten your existing password, see the preceding *Step 1*.

Parental Controls issues

1. If you have set up parental controls (for example, blocking programs according to their ratings), but the programs are not being blocked, then you may not have locked your ViP922 receiver. See the topics for *Parental Controls* in the on-screen Manual under the Help tile.
2. If you have forgotten your password and therefore cannot unlock your receiver, then see *Forgot password for Parental Controls*.

Program Guide issues

1. If you try to display future programs in the Electronic Program Guide (EPG), but are unable to find the program schedule you are looking for, then first try scrolling the guide out far into the future until a guide-information update is triggered. You may also try displaying the Program Guide again later. By that time, periodic updates to the guide information may show the programs for the times you want.
2. The Program Guide can display only programs that have not yet ended. The Guide cannot display a time or day earlier than the present.