



Performance & Maintenance Tips

PocketDISH™ Models: AV402E, AV500E and AV700E

DISH Network Receiver Models: DISH Player-DVR 942, ViP622 DVR™

Performance Tips

1. Plug in the PocketDISH to the USB port of a supported DISH Network DVR to obtain the latest software updates. The download occurs almost instantaneously – when you see the message “ATTENTION 852: You have connected a multimedia device to the USB Port”, you have received any recent updates. You will also be asked to connect the PocketDISH to power to finalize the update. If you disconnect the PocketDISH before you see the Attention message, and the receiver was attempting to update the software, you may cause the receiver to no longer recognize the PocketDISH. If so, use the process described in *Maintenance*, below.
2. Do not unplug the PocketDISH while the satellite receiver is sending content – you may corrupt the hard drive data, and the PocketDISH may no longer be recognized by the satellite receiver when you connect to it. If the receiver no longer recognizes the PocketDISH, use the following three steps:
 - a. Determine if you can play back the program you interrupted on the PocketDISH. If it plays a portion of the program, continue to step b. If you see a message “Cannot play video! File is damaged or incomplete!”, then either:
 - i. go to the PocketDISH's Browser to delete the show from the Video/DISH Network folder.
 - ii. connect the PocketDISH to your computer and delete the show from the Video/DISH Network folder.
 - b. Use the process described in *Maintenance*, below.
 - c. Press and hold the POWER button on the front of the satellite receiver to reset the receiver.
3. If you see any corrupt file messages on your PocketDISH (such as “Cannot play video! File is damaged or incomplete!”), your satellite receiver may stop functioning properly. Follow the steps in number 2, above.
4. When disconnecting from a computer, be sure to choose “Safely Remove Hardware” from your computer's system tray, or you may corrupt the PocketDISH's hard drive. If so, see *Maintenance*, below.

Maintenance

The following procedure can clear up most hard drive errors on your PocketDISH, and can be used to resolve problems including those listed below. Note: This procedure requires a Windows 2000 (or newer) computer.

- The satellite receiver stops functioning properly when you plug in your PocketDISH.
- When you send one or more programs from the receiver to the PocketDISH, the transfer appears to happen in just a few seconds, when it should have been longer (remember, it takes five minutes to send one hour of content), and you don't have that program/show already recorded on your PocketDISH.
- You see a list of gibberish-named files when you view the PocketDISH contents from the satellite receiver (Main Menu/Multimedia Menu/ PocketDISH /Manage Device).

1. Connect the PocketDISH to a compatible Windows computer using the USB connection.
2. Determine the drive assigned to the PocketDISH. If needed, right click on , then choose **Explore**. The PocketDISH may be listed as POCKETDISH or JUKEBOX, for example.

Note: For Windows XP, you may see a pop-up (see image on the right) asking you “This disk or device contains more than one type of content. What do you want Windows to do?”. If so, notice the drive listed at the top (for example D: or E:) then click Cancel.

3. Click on , choose then type the following text and press Enter:
chkdsk /F E:

Note: Insert your PocketDISH drive name in the place of “E”, if it's not E. Be sure you write the text exactly as shown: lower case “chkdsk”, then a space, forward slash and upper case F, then a space, then the drive name in upper case.

- a. This command tells the computer to fix any errors found on the PocketDISH drive.
 - b. If you are asked if you want to “Convert lost chains to files (Y/N)?”, just type “N” and press Enter.
4. Safely Remove the PocketDISH from the computer (see *Performance Tip #4*, above).

