



Overview

DISH Network is continuing to improve the functionality of our award-winning receivers, and provide our customers easy- to- use menus. Beginning in March, and occurring over the next few months, updates to VIP receiver menus will occur. The 222k is the first model to receive the updates. We will provide additional information when exact timelines are finalized.

Our goal is for our technicians to be aware of the receiver menu updates before they occur. Your understanding of the updates prior to the software release allows you to be able to answer questions you may receive from customers. The overall customer education process and requirements are not changing.

Remember, we're all committed to offering Best-in-Class customer service! Print and use this information as a reference.

What Changed

Receiver Menu updates will simplify some important features providing customers more user-friendly and intuitive menus on their ViP receivers.

Receiver Menu Updates:

- Timer Options
- Favorites Lists
- Guide Format
- Updates Screen

Receiver Menu Updates

Timer Options (DVR Only)

Menu – Timers (7)



Existing Functionality	Updated Functionality	Reason For Change
Timer Frequency defaults to All Episodes One time events default to Once	Timer Frequency defaults to New Episodes One time events continue to default to Once	Prevent recording unwanted events

Receiver Menu Updates

Menu – Timers (7) – Options



Existing Functionality	Updated Functionality	Reason For Change
Maximum Recorded Events default: unlimited (Indicated by #)	Maximum Recorded Events default: 20	Prevent recording unwanted events
HD/SD Recording Preference not available	Recording Preference: HD or SD	Increase control over HD/SD recording preferences

Receiver Menu Updates

Favorites Lists

Menu – Preferences (8) – Favorites Lists (2)



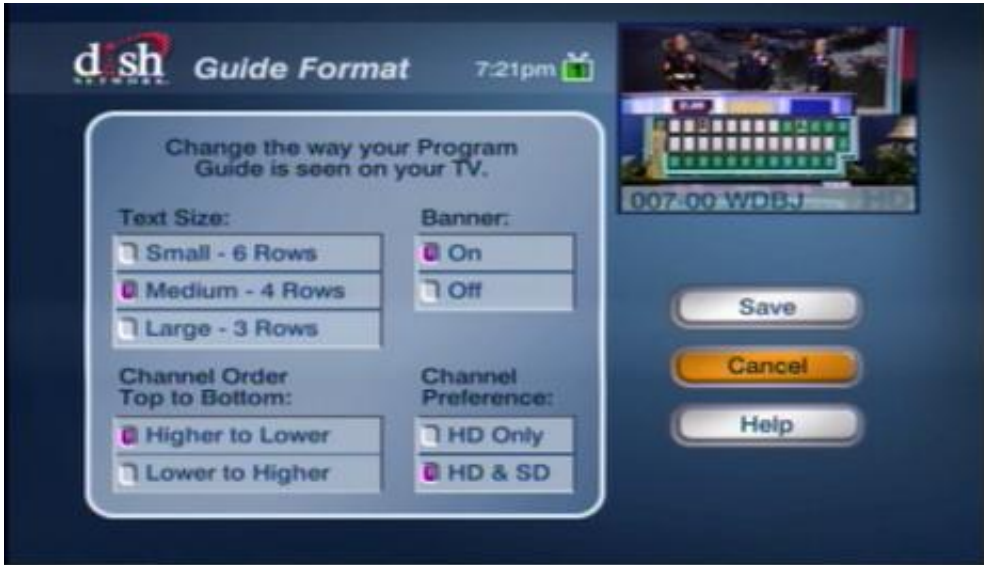
Existing Functionality	Updated Functionality	Reason For Change
Menu Name: Favorites	Menu Name: Favorites Lists	Clearer description
Default Guide List Names: <ul style="list-style-type: none">• All Channels• All Sub• All HD	Default Guide List Names: <ul style="list-style-type: none">• All Available• My Channels• My HD Channels	Easier for customers to understand what the lists mean

Receiver Menu Updates

Guide Format

The guide format changes do not apply to the ViP922 SlingLoaded DVR

Menu – Preferences (8) – Guide Format (1)



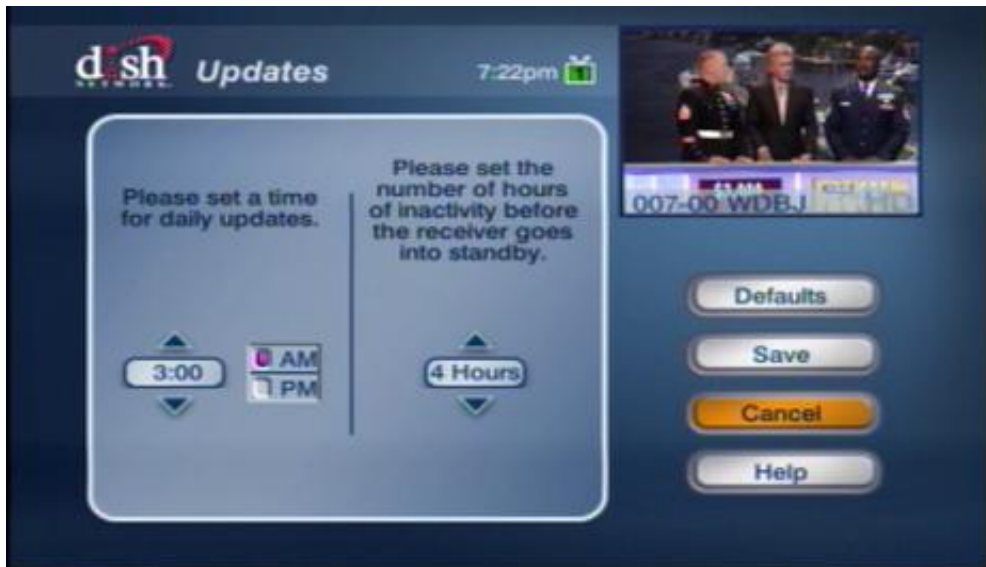
Existing Functionality	Updated Functionality	Reason For Change
Preferences Menu <ul style="list-style-type: none">Guide DisplayChannel Order	Preferences Menu (Consolidated) <ul style="list-style-type: none">Guide Format	Groups similar items together
Channel Display Preferences currently have multiple options for how channels are displayed in the EPG	2 Channel Preference options <ul style="list-style-type: none">HD OnlyHD & SD	Simplifies channel display options in the EPG
Options to display Full guide without video	Eliminated Guide Display options that do not display video	Simplified to include the most customer friendly options
Channel Order: <ul style="list-style-type: none">AscendingDescending	Channel Order: <ul style="list-style-type: none">Higher to LowerLower to Higher	Clearer description
In DVR Models: No option to turn off the VOD advertisement banner	In DVR Models: Option to turn off the VOD advertisement banner	More user control

Receiver Menu Updates

Updates Screen

Menu – Preferences (8) – Updates (4)

922 menus are tile based; the menu changes will occur, but will have a different appearance.



Existing Functionality	Updated Functionality	Reason For Change
Menu Names <ul style="list-style-type: none">• Updates• Inactivity Standby	Menu Names (Consolidated) <ul style="list-style-type: none">• Updates	Groups similar items together

Receiver Menu Updates

Additional Updates

Existing Functionality	Updated Functionality	Reason For Change
Access to local channels menu is unrestricted	The Attention 460 message will indicate restricted access to the Local Channels menu when an OTA Module is not installed: "An over-the-air module is required to access this feature" Applicable to 222k, 722k and 922 only	Provides additional information to the customer to avoid confusion
Search and Theme results INCLUDE duplicate events on separate HD and SD channels	Search and Theme results EXCLUDE duplicate events on separate HD and SD channels	Makes it easier to find the event being searched for
Resolution must be manually set	HDMI auto-detect feature will set the resolution to the maximum allowed by a customer's television. User will be able to manually set the resolution and override the automatic resolution settings	Maximizes picture quality without the customer having to learn about resolution settings
Done option on menus to exit to the previous menu	Done will be replaced with the word Save to exit to the previous menu	Simplifies wording to let the user know their settings will be retained

Why It's Important

Receiver menu updates will improve the customer's experience.

Existing customers may ask technicians about the changes. The more you understand these new screens and changes, the easier it will be for you to educate customers on the improvements

The software updates are being phased into ViP model receivers. As you perform your current customer education requirements, you may encounter some of these changes. It is important that you are familiar with them before they occur on the receiver.

What I Need To Do

Become familiar with the new screens and practice using the new menu options when they are available on the receivers.

Be able to answer customer questions, and be able to demonstrate to customers how to use these features.

