

# TECHNICAL INFORMATION BULLETIN

**Subject: Improving Receiver Support of Voice Over IP Technology**

**Products Affected: All DISH Network Satellite Receivers**

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This bulletin replaces Technical Information Bulletin #144773 and has been updated to reflect the following receiver models now support the \*99 VoIP phone connection procedure described below: DISH 381, DISH 411, DISH 721, DISH Player-DVR 942, and ViP211. *This Technical Information Bulletin will be updated when additional receivers support the \*99 option.*

## Background

Voice Over Internet Protocol (VoIP) is a technology that delivers voice telephone service through a digital broadband Internet connection, instead of through the standard telephone lines. Some DISH Network customers have VoIP phone service and want to connect their satellite receivers to use dish home Interactive TV and order Pay-Per-View. While these steps increase the likelihood of the satellite receiver successfully connecting using VoIP phone service, not all VoIP services will function with the receiver.

## Improving Connection

The VoIP phone connection to any DISH Network receiver may be improved by:

- Manually setting the VoIP equipment for the proper bandwidth, to the highest bandwidth possible. Follow the instructions that came with your VoIP equipment.
- Using other setting/connections suitable for modems or fax machines. Contact the VoIP provider for more information.
- For Vonage VoIP customers only, using \*99 prefix in the phone setup on some receivers can allow the Vonage VoIP connection to switch to its highest possible bandwidth. The receivers with this capability are Model 3900, Model 4900, DISH 111, DISH 301, DISH 311, DISH 322, DISH 351, DISH 381, DISH 411, DISH 501, DISH 508, DISH Player-DVR 510, DISH Player-DVR 522, DISH Player-DVR 625, DISH 721, DISH 811, DISH Player-DVR 942, ViP211, and ViP622 DVR.

Follow the steps below to enable this capability:

1. Press MENU, select **System Setup**, select **Installation**, then select **Phone System**. Your screen will look similar to one of those to the right.
2. Press SELECT on Prefix Code.
3. If there is an option for Number of digits, enter 3.
4. The highlight moves to the Prefix box.
  - Press CHANNEL UP until the \* is displayed. Move right and press 9 for the second and third digits.  
OR
  - Using the remote's keypad, press STAR (\*), then 9, then 9.
5. Press SELECT on **Save** or **Done**.

