

DISH Note

Why connect the receiver to a customer's home network?

Audience: Technicians; FSM; IM; QAS; GM

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Introduction

While installing a ViP receiver, you notice that your customer has a top of the line HDTV and Blu-ray disc player. Your customer is looking for the best viewing experience.

If you connect the receiver to their home network, customers can access movie downloads through DishONLINE that may not be available to view via satellite. Additionally, the receiver can use the customer's broadband connection as a substitute for a phone line connection with a feature called IP Call Back. This saves the customer from paying the \$5.00 a month TV2 Connection Fee.

What is DishONLINE?

Our IPTV feature, called DishONLINE, gives subscribers access to a large library of movies and programs downloadable through their internet connection. Customers can rent these programs for a small fee, download them to their receiver, and then view them later on their television. Many of the movies and programs are unavailable via satellite.



NOTE: Download speed of content is based on the customer's internet speed connection and the usage of other computers and equipment on the network.

The following receivers are DishONLINE compatible:

- ViP622™ DVR
- ViP722™ DVR
- ViP612™ DVR
- Additional receivers when enabled by software updates

FREQUENTLY ASKED QUESTIONS AND ANSWERS:

What is the price of an IPTV professional install?

\$49.99

Can I use my satellite receiver's Ethernet connection to download content from Internet sites?

No, content is limited to what is provided within the DISH Theater and the New Release choices from the Dish**ONLINE** main menu. Dish**ONLINE** provides access to programming content not available via satellite.

How fast does my Internet connection need to be to use DishONLINE**?**

It will work with any speed, but we recommend at least 300 Kbps (this is a speed often provided by cable modem and DSL services - please check with your Internet Service Provider (ISP)).

If I have to temporarily disconnect my satellite receiver from the Internet, or if I lose power, will my download resume?

Yes. Confirm your Internet connection is back online by going to the Network Setup screen on your satellite receiver and selecting Reset Connection. Verify the IP address does not show all 0s.

Can I order from both the TV1 and TV2 locations?

Yes. You will receive a message if one viewer tries to download a program that's already being downloaded or waiting in the queue. Review the Download List for the program's status.

Does the receiver need satellite signal to download a movie?

If a download is already in progress, it should continue downloading that program even if the receiver loses satellite signal. Any additional downloads that are in the Download List queue will not be able to begin their download without signal, and you will be unable to start any new downloads without a satellite signal.

Does the receiver need a working Internet connection to watch a movie that has already downloaded?

No. You can access your My Rentals list without a working Internet connection. However, you will be unable to access the DISH Theater or New Releases options without a working Internet connection.

Is it possible for the satellite receiver to get a virus?

No.

How do I lock out DishONLINE** ordering?**

There is currently no way to completely lock access to the Dish**ONLINE** feature. If you have ratings locks set, you can prevent someone from trying to rent a blocked program unless they know the password.

What is the maximum cable length that should be used for an Ethernet cable directly connected from the satellite receiver to the router?

The maximum length is up to 100 meters.

Can I use my own wireless connection to the satellite receiver?

We currently do not provide support for this type of connection.

Do I still need a phone line plugged in if I connect the Ethernet cable?

While you can use the Ethernet connection to order Pay-Per-View movies from the Program Guide (channels 455-539) using your DISH Network remote control, some of the features, such as Caller ID or the Customer Support Application in Dish**HOME**, will still require a phone line.

Will you still need a phone line plugged in to avoid the TV2 Connection Fee?

No, you can connect an Ethernet cable to the receiver.

