

DISH Note

Audience: Technicians; FSM; IM;
QAS; GM

Connecting the Receiver to a Home Network Method 1: Direct Ethernet Cable

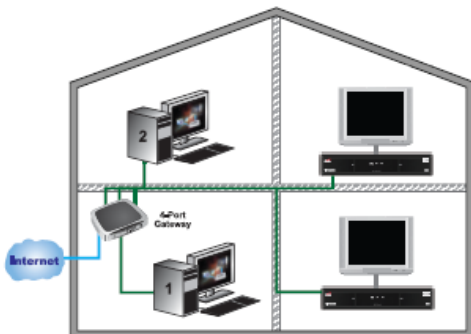
**Release
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Introduction

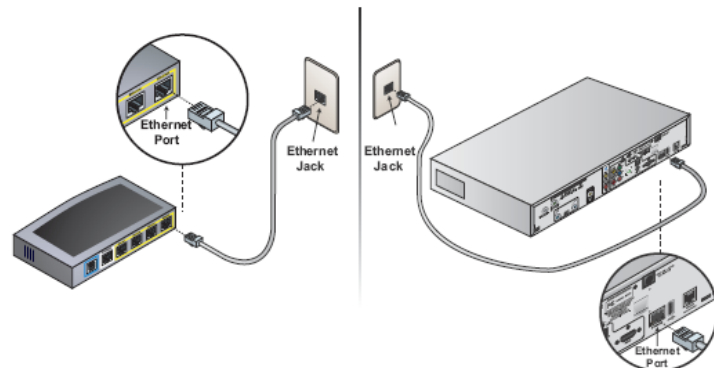
The easiest and most time saving way to connect a customer's ViP receiver is through the use of a direct Ethernet cable connection. In order to use the Ethernet connection, your customer must have broadband. You can find out if they have broadband simply by asking if you don't see a modem or router.

Direct Ethernet Cable Connection

If using pre-existing Ethernet jacks in the home, the jacks must be properly wired for Ethernet. Some home phone systems use Cat-5 cable and jacks that are wired to support phone systems, not Ethernet.



Overview of Home Network with Receiver
Connected by Ethernet Cable



Connecting the Receiver to the
Router Using Ethernet Cable

If the satellite receiver is located within 10 ft of the customer's router, gateway, Ethernet switch, or network wall jack, use the steps below.

Steps to Connect

- Connect one end of the Ethernet cable P/N 157048 to an available ETHERNET port on the router, gateway, or Ethernet switch. This should be labeled LAN.
- Connect the other end of the Ethernet cable to the ETHERNET port on the back of the satellite receiver, verifying the cable "clicks" into place without forcing.

- Check the lights on the receiver's ETHERNET port. The green light should be lit indicating the ETHERNET port is enabled and connected to an active port on the router/switch. The yellow light flashes whenever data is being received over the connected Ethernet cable.

Setting up the Receiver

After connecting the receiver to the home network, use these steps to set up and verify the receiver's Internet connection.

- Using the DISH Network remote control for the receiver that is connected to the home network, access the Network Setup screen by pressing MENU, selecting System Setup, Installation, Broadband Setup, then Network Setup.
- Verify the IP address is populated (not all 0s). If the IP address is all 0s, select Reset Connection. An "Attention 875" message will display briefly, then you will return to the Network Setup screen.
- Verify the Connection Status on the Network Setup screen shows Connected Online, and that the IP address does not show all 0s. If the IP address shows all 0s or the Connection Status shows Not Connected go to the DishONLINE/Home Network Troubleshooting tables of your DISH Network Installation Reference Handbook for troubleshooting steps.
- Select Done to exit the Network Setup screen.

Configure the Receiver

- Verify the receiver can successfully connect to DISH Network by pressing MENU on the remote control, selecting System Setup, then Diagnostics. Select Connection to test the Internet connection. The Connection option also tests the phone line, if connected. The results should display **Broadband Connection OK**.



Diagnostics Screen

- Note: If a phone line is not also connected to the receiver, connection results will display Phone Connection Failure. This is OK because of the IP Call Back feature you learned about in last week's training.
- To connect to DISH Network to update Pay-Per-View purchase records and waive the TV2 Connection Fee, select Call Out.
 - Note: If the receiver has already connected to DISH Network, selecting Call Out may display **No Call Out Pending**. This is OK.

- You have now successfully connected a DISH Network receiver to your customer's broadband home network, providing access to expanded capabilities and features.

