

DISH Note

Audience: Facilitator

Quick Reference Guides - Uptraining

Release

Date: 3/16/09

Trainer Preparation

Use the 622/722 sample Quick Reference Guides (QRG) that was shipped to each office.

New Quick Reference Guides

Great news! We have new quick reference guides that will be packed out with most receivers in 2009. These guides will be a critical part of your customer's education. You must hand out the guides and review the information with the customer.

Background:

The guide sequence is meant to answer questions as the customer becomes familiar with our service.

The new guides were built on feedback from:

- In-home Customer Focus Groups
- Top reasons why customers call in
- DNS feedback

Objective

Allow techs to review and familiarize themselves with the Quick Reference Guides (QRG) so that they are knowledgeable when reviewing features with the customer.

Be sure to cover the following:



USING YOUR DVR **dish NETWORK** **Quick Reference Guide**
High-Definition VIP® 622/722 DuoDVR and Remote

Basic Recording and Viewing Features

DVR Button:

- Press DVR once to access the main DVR menu.
- Press DVR twice to go straight to your recordings.
- Press DVR three times to view your daily recording schedule.

To Pause Live or Recorded TV:

- Press **Pause**.
- To resume playing the program, press **Play**.
- You can stay paused for up to one hour if you are watching live TV. To get back to watching live TV, press the View Live TV button.

To Record a Program:

There are two easy ways to record a program.

- To record a show you're watching, press **Record**, select which TV to record to (in Dual Mode only), then select OK.
- To record a show from the guide, use the arrow buttons to highlight a future show you want to record, then press **Select** (to bring up the Create Timer screen). Select how often you would like to record the program. Select CREATE TIMER to accept.

Recommended Frequency Selections:

- New Episodes:** Only records programs being shown for the first time.
- Once:** Records the program you selected only one time.

To Watch a Recorded Program:

- Press **Record** twice → Highlight the program from your recordings that you want to watch → Press **Select** → Choose Start.

To Delete a Recorded Program:

- Press **Record** twice → Highlight the program from your recordings that you want to delete → Press **Select** → Choose Delete.

To View Your Scheduled Recordings:

- Press **Record** three times → Choose Timers.

To Delete a Recording Timer:

- Press **Record** three times → Select Timers → Highlight the timer you wish to delete → Press **Select** → Choose Delete.

Equipment CONTROLS

Mode Buttons

- SAT:** controls your satellite. You will stay in SAT mode most of the time.
- TV:** controls your TV.
- VCR:** controls your VCR or DVD player.
- AUX:** controls other equipment such as a second TV or DVD player.

Power & TV Power

- Turns the receiver on/off.
- Turns the TV on/off.

Menu

Access features and settings including: Parental Locks, Favorites Lists, Customer Support and more.

TV/Video Input

Press to see video from other equipment connected to your TV. Only works if you have the equipment set up to receive/transmit.

DVR CONTROLS

- DVR:** Access main DVR menu.
- Record:** Record live TV shows as they happen.
- Back:** Rewind TV or recorded programs.
- Play:** Resume a paused program.
- Skip Back:** Go back 10 seconds.
- Pause:** Pause live TV or recorded programs.
- Skip Fwd:** Skip ahead in 30-second increments.
- Skip Back:** Skip back 30-second increments.
- Stop:** Stops playback of a recorded program.
- Fast:** Fast forward quickly.

Special CONTROLS

- Recover:** Recovers satellite programming if your TV input or channel has changed.
- DISH:** Access DishHOME Channel 100 to explore interactive TV features.
- Picture-In-Picture (PIP) Buttons:** Watch two separate programs at once. Only available in Single Mode. Use to learn how to use these.
- Format:** Changes the shape of the picture on your TV screen to match the frame size of the program you are watching. Choose between Normal, Stretch, Partial Zoom, Zoom or Gray Bar.

Basic Navigation CONTROLS

- Page:** Move up/down in on-screen menus and Program Guide one page at-a-time.
- Guide:** Display current and future TV program listings. Also toggles lists between ALL Chan, ALL Sub, ALL HD, FAVORITES.
- Arrows:** Channel up/down, navigate menus and the guide.
- Select:** Select a show or menu option – like an enter button.
- Browse (right arrow):** Look for other channels while watching TV.
- Themes (left arrow):** Search for programs by categories such as sports.
- View Live TV:** Return to watching live TV. Also exits all on-screen menus.
- Recall:** Go back to the last channel viewed.
- Info:** Display additional program info.
- Search:** Search for a program by name or by category.
- REMOTE KEY:** Green with number 1 indicates (TV 1). Blue with number 2 indicates (TV2).

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Basic Navigation Controls

- This section is a detailed guide to the buttons on the remote control and its functions. There is a version for both TV1 remotes and TV2 remotes.

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Equipment Controls, DVR Controls, Special Controls:

- This section explains equipment controls, DVR controls, and special controls.
- Customers will need this information to help them get familiar with their new remote control. Many customers come from another TV service provider and are used to the way their old remote was laid out.
- The remote image is actual size, so the customer can set their remote control right on top of the image to identify where particular buttons are on their remote.

TV Viewing Basics:

- This section covers TV viewing basics which include:
 - Important features of your receiver
 - You must write in the TV1 or TV2 channels for the customer.
 - This section is useful for customers that are not in SAT mode or get off a channel they were viewing. This is a frequent cause of customer call in/confusion and can be easily resolved in this section.
 - All about your on-screen program guide.

- One of the first things that customers want to do is begin watching their favorite channel. This section will help them to understand how to view the onscreen programming guide and navigate to their favorite channels.
- This section also addresses the ability to toggle through various guides (i.e. ALL CHAN, ALL SUB, etc.) to improve the user experience and reduce confusion. For example, when a customer cannot find a particular channel because they are toggled out of their ALL CHAN/ALL SUB option into another view (i.e. ALL HD).
- How to set Parental locks
 - Many customers want to be able to equip this functionality very quickly after install and often call in with questions on how to setup. This section explains how to set up parental locks to help them manage the content that their family sees.

Dual Tuner:

- This section explains the benefits associated with the dual-tuner:
 - Unique benefits of your dual-tuner DVR
 - The benefits of being connected by phone and high-speed internet
 - The content in this section helps customers to understand the advanced functionality of our dual-tuner receiver, since they will not have a receiver box in each room that they have TV service. Even after install, some customers do not understand why they do not have a receiver in each room. Use this section to explain to customers how our receivers operate multiple TVs.

Troubleshooting:

- This section includes some basic troubleshooting tips a customer may experience when watching or controlling their TV.
- Tips include:
 - Resetting the Receiver
 - Correct TV Channel / Input
 - Changing the Remote Batteries
 - Satellite Signal
- There is also a section that provides the customers with contact information for 24/7 help.
- Many of the issues that our customers have can be addressed easily by methods other than calling into our customer service centers. However, customer may not know where to go with their questions. This section helps the customer to have immediate access to their troubleshooting options to quickly help address their issues and improve their experience by not having to wait on the phone for an agent.

Using Your DVR:

- This section includes a detailed guide to basic recording and viewing features.
 - DISH Network DVRs are a fantastic addition to a customer's TV viewing experience. We want to familiarize our customers with how to use their DVR so that they can begin to enjoy this new service. These steps help them to begin recording their favorite programs immediately after install and help to minimize any customer confusion on how to use this excellent feature.

New Channel Line Up Card

The channel line up insert in the QRG is a four-page guide of the different programming packages and the available channels (including channel numbers) for each programming package. You will find the channel line up card nested in the front panel of the Quick Reference Guide.

- There are a few important features about the new layout to note, they include:
 - Channels are grouped by program packages verses the "dot concept" previously used.
 - The most popular channels are bolded, which makes it easier for customers to identify potential changes in channel number compared to their previous TV service provider.
 - TurboHD channels are noted with an HD icon. This indicates that the channel is available in both SD and HD (unless otherwise noted).
 - Exclusive Dish Network Channels are highlighted in a special section on the front of the channel line up card.

- What High Definition channels are available? *CHANNELS & PACKAGES QRG (pages 2,3,4) where the **HD** is located.*
- Where can I find information on the On-Screen Program Guide? *REMOTE CONTROL QRG (inside panel) TV Viewing Basics.*
- How do I go back to the last channel I was viewing? *REMOTE CONTROL QRG (outside panel) Basic Navigation Control.*
- What are some of the features of my DVR? *REMOTE CONTROL QRG, (outside panel) Using Your DVR.*
- Why do I need a phone line connected to my receiver? *REMOTE CONTROL QRG (inside panel) Dual-Tuner.*
- How can I find out how to set Parental Locks? *REMOTE CONTROL QRG (inside panel) TV Viewing Basics.*
- How to I set up my favorites on the Program Guide? *REMOTE CONTROL QRG (inside panel) TV Viewing Basics.*
- I need more help then these guides provide, how can I get it? *REMOTE CONTROL QRG (inside panel) Troubleshooting 24/7 help and CHANNELS & PACKAGES (page) 1 24/7 help.*

Summary

These two guides are now available to our customers. They contain a wealth of information for using our equipment and systems. These guides will provide you with a valuable tool to enhance your customer's education. Be familiar with the guides and use them to provide a better experience for your customers.