

## **DISH TV & WIFI TROUBLESHOOTING- VERSION 10/3/20**

### **TV Problem #1: Most common problem, TV has lost channels and is only showing 101 and PPV**

If your receiver has been unused or unplugged for a period of time, you may have lost your channels and you will need to call Dish Network to have your program guide and channels redownloaded. This is called "sending a hit". If the TV screen just shows Dish channel 101, your receiver needs to receive a hit from the satellite. (If no channels are showing at all, the TV may be on the wrong input and that is a different problem.) When you call Dish, you will need to have the R Number and S Number for your receiver. Following is how to obtain those numbers:

#### ***Locating Receiver Number:***

Press the "Menu" button on the remote control (gray button, top left).

Press #6, "System Setup"

Press #1, "Installation"

Press #3, "System Info".

You will see the R number and the S number. You will need the R number and may be asked for the S number as well.

#### ***Alternative Method:***

Identify the System Info button on your receiver. It is either visible on the front panel or behind a plastic door on the front of the receiver.

Press the System Info button.

The screen with the R Number and S Number will be displayed.

#### ***Next, call Dish:***

Call the Dish MDU department (multi-dwelling properties) **888-580-6656**.

Tell them your property name and tell them you need to have a hit sent because your receiver has been unused and has lost its channels. If they ask for your account number, tell them you don't have it and that you are at a bulk programming property, but you can give them the receiver number.

Give them your receiver's R number and S number.

They will tell you if the hit has been sent or if it will take some time (sometimes that department can be delayed in sending a hit).

After the hit has been sent, unplug your receiver for 10 seconds and then plug it back in.

Your receiver will start "acquiring signal".

The program guide and channels will then start downloading. This should take about 5 minutes.

**TV Problem #2: TV shows a message from the receiver “complete signal loss”**

This could be due to the fact that there is a part unplugged called a power inserter. It may be in a different unit and is near the receiver. There is one power inserter for every 4 Dish connected televisions at your property. If it is unplugged, you will not have a signal. If there is a power inserter unplugged, it can bring down up to 12 units because multiple switches rely on the power from a power inserter in the beginning of a cascade of switches. Contact your property manager to make sure that neighboring power inserters are plugged in. You can ask your closest neighbors whether or not they have TV signal and if they have unplugged anything. Sometimes people unplug power inserters to plug other things in such as cell phone chargers and game systems. Please do not unplug anything that you cannot identify, especially not anything close to your TV and receiver!

**TV Problem #3: TV is on the wrong input**

Your receiver is most likely connected to one of your HDMI inputs. (Primary receivers are connected to an HDMI input, but it is possible that secondary TVs are on a different input). An “input” is the connection where your TV signal comes into, or where the receiver is “plugged in”. If you have other things connected to your TV, such as a DVD player or gaming system, the source input may have been changed and you have to get your TV back to the correct input to see the Dish programming from your receiver. Look for an “input” or “source” button on your TV remote. There is usually an input button on your TV as well. Toggle through the inputs until you come to a Dish screen.

**TV Problem #4: Receiver Failure**

Receivers occasionally need to be replaced. There is a one year warranty on receivers and if a receiver needs to be replaced, there will be a cost. Currently, there are ViP model receivers in most units. If a receiver needs to be replaced, we are now replacing them with the current model family of receivers which is either a “Wally” (the single tuner HD replacement for a ViP 211) or a “Hopper” (the HD DVR replacement for a 722). The Wally cost is \$110 and the Hopper Duo cost is \$159. If it is a simple receiver swap with no other system malfunction, the labor charge is \$50 (up to one hour of labor). We can ship a receiver and if a person is somewhat tech-savvy, it is possible to self-install the receiver. If you have multiple TVs and/or DVR receivers, please call Goodnight Electronics for a quote to replace/upgrade receivers.

**WiFi Tips:**

Check to make sure you have put in the correct password, making sure that capital letters are properly put in. If you are retrying a password or retrying a connection to the network at all, “forget network” before trying again. If you are trying to connect a device without a browser, such as a smart TV or a printer, make sure you are NOT using the Guest Network. The Guest Network requires a browser to accept the Terms of Service. If there has been a recent power outage, the WiFi hardware components may need to be rebooted. Please contact your property manager or Goodnight Electronics if that is the case.

***If these tips do not resolve your problem, first try calling your property manager. If your property manager is unable to resolve the issue, call Goodnight Electronics at 575-377-2817. Please be advised that if we send a technician, there may be a service call charge.***

**VRBO/ owners who rent out their units:**

Most property managers know how to do basic troubleshooting. Your guests should be instructed to contact a property manager first, before contacting Goodnight Electronics. If we send out a technician, there may be a service call fee. Due to the rural location of Angel Fire and a limited labor pool in the area, we may not always have a technician available to respond immediately. The WiFi system is managed remotely and is easier to respond to in a timely manner, but the TV system more often requires an onsite technician. We will be there as soon as we can, but you may want to consider having a streaming device, such as a Dish AirTV Mini or a Roku stick, available as a back up to the Dish TV system, especially during busy times. You may be able to offer additional channels to your guests with a streaming device, as well. Streaming devices can be ordered from Goodnight Electronics, from online retailers, or from electronics stores. If you want to avoid surprise service call fees and offer remote and in person tech support to your guests, we will soon be offering monthly service plans.