

DISH NETWORK

In the event you experience any problems watching or controlling your TV, try these quick fixes:

Blue, Black, Frozen or Snowy Screen:

Your TV May Be On The Wrong TV Channel or Video Input:

If you are having trouble with TV 1 make sure that the satellite box is on, that the TV1 green light on the front of the satellite box is on and make sure you are on the correct TV channel or video input (see back of the page), with the remote that came with the TV (not the satellite box remote), or on the TV itself turn the TV channel to the correct channel (see back of the page), or cycle through the TV video inputs until you find the correct input and a satellite picture.

If you are having trouble with TV 2 make sure that the satellite box is on, that the blue light on the front of the satellite box is on and make sure you are on the correct TV channel see below, with the remote that came with the TV (not the satellite box remote), or on the TV itself turn the TV to the correct channel.

Reboot Your Receiver: With the TV and satellite box turned on, unplug the satellite box from the electrical outlet on the wall or from the power strip, (the power cord for the satellite box is a round black cable with a red tag on it), make sure all of the lights on the front of the satellite box are off, (if the lights are not off then you did not unplug the satellite box) wait about 10 minutes and then plug the satellite box back into the electrical outlet. Let the satellite box reboot itself. When finished rebooting, everything should be working, if not, please call us for service.

If you don't have access to where the satellite box electrical plug is located, you can reset the satellite box by pressing and holding the power button on the front of the satellite box receiver for about 10 seconds, or on newer satellite box's by pressing the reset button under the cover on the front of the box. This doesn't work as well as unplugging the satellite box.

The satellite box will restart and should return to programming in just a few minutes.

Remote Won't Work:

Make sure the remote is in the satellite mode by pressing the clear Sat. button on the top left corner of the remote. If this doesn't work, try replacing the batteries in your remote control. You may see a message on your screen regarding low battery strength.

Satellite Signal Message:

If you get an "acquiring satellite signal" message and it is raining your signal will be restored within minutes as the rain lets up. If the signal does not come back try rebooting your receiver see above. If you have had inclement weather and continue to have signal issues after the weather clears, make sure your dish antenna is not covered by snow, ice or fallen objects. If it can be accessed safely and easily, gently clear your dish this is rare, and almost always temporary.

If the above quick fix's don't work call AKL Security during regular business hours at 877-445-5444

Tune to channel 101 for more help

Over For Receiver Info→

Receiver 1 type: _____

TV 1 Room: _____

IR Remote Address: _____

TV channel or video input: _____

TV 2 Room: _____

UHF Remote Address: _____

TV channel: _____

Receiver 2 type: _____

TV 1 Room: _____

IR Remote Address: _____

TV channel or video input: _____

TV 2 Room: _____

UHF Remote Address: _____

TV channel: _____

Receiver 3 type: _____

TV 1 Room: _____

IR Remote Address: _____

TV channel or video input: _____

TV 2 Room: _____

UHF Remote Address: _____

TV channel: _____

Receiver 4 type: _____

TV 1 Room: _____

IR Remote Address: _____

TV channel or video input: _____

TV 2 Room: _____

UHF Remote Address: _____

TV channel: _____