

Hi Charles,

Thank you for contacting Netflix customer support.

Here is the transcript from your recent chat.

You

The Ultra HD 4K selection list doesn't show up from the Netflix app in DISH TV Hopper DVRs. It shows up from my TV and Blue-ray player Netflix app, Why doesn't it show up in my Hopper DVR?

Rob Netflix

Hey there, that is a very interesting question! Let me go ahead and explain :)

You

OK

Rob Netflix

Thanks!

Rob Netflix

You see, for you to be able to use the 4k or UHD and enjoy that feature on your devices, you have to make sure of two things... first you need to ensure that your internet's speed is of at least 25 Mbps (and steady). And second you need to make sure that your device is able to support the feature. If you Click Here you'll be able to see more info regarding this :)

You

My Internet speed is 350 Mbps steady speed. Connected by Ethernet, no wireless

Rob Netflix

Oh, that's an awesome speed you got right there!

You

Yes, but my upload speed is only 20 Mbps steady.

Rob Netflix

Hmm, I see, well it has its ups and downs (lol). Okay, sorry for the bad joke. Okay, no problem, it is possible that the dish is unable to support the feature, but let's do a quick test to check this out. Let's have you type in the search bar of your Dish "UHD" please.

You

Don't understand

Rob Netflix

Oh, my bad, alright no problem.

Rob Netflix

The reason why you're unable to watch stuff in 4k in your Dish Hopper might be because it is unable to support the feature. But I want to do a quick test.

Rob Netflix

That test would be for you to go to your Dish Hopper and into the Netflix app. Once in there go to the Search function and type "UHD" to look for, alright?

You

The DISH Hopper can support 4K and HDR. OK, understand. I am going to do a search function now in the app. BRB

Rob Netflix

Ah, yes, I get that it is able to support it without a problem on other stuff, the thing is that it might not be able to support it for Netflix. But let's see what happens with the test :)

You

OK. I did a search in the Hopper's Netflix app. It brought up numerous selections.

Rob Netflix

Great! Just to confirm, can you give me a title that shows up there?

You

Planet Earth II, Ocean Wonders. But they are not UHD.

Rob Netflix

Hmm, I see, you mean you hit play on them, but they don't reach the UHD?

You

Correct. They say HD 1080i

Rob Netflix

Oh, just to confirm, can you tell me how were you able to see the 1080p? Just want to make sure we're on the same page here.

You

I use the TVs remote control info button. It says 16:9 1080i PCM

Rob Netflix

Got it! Thank you so much for this info!

Rob Netflix

Alright, I'm back, thank you so much for your patience.

You

Welcome

Rob Netflix

I was checking this out on my end but let's keep on gathering data to be sure. Let's do another test. Let's have you [Click Here](#) and tell me what is selected please.

You

HIGH

Rob Netflix

Excellent!

Rob Netflix

Now, let's have you play Planet Earth II for 2 straight minutes and see if the image improves, alright?

You

ok, brb

You

Got it playing now.

You

Will check in two minutes

Rob Netflix

Ah, actually keep on checking it please, to see if the image improves

You

OK, image looks ok. The reading is 1080i

Rob Netflix

Great, let's keep on checking it please :)

You

ok

Rob Netflix

Thanks!

You

Still 1080i

Rob Netflix

Got it, okay let's gather more data on this. Now, with the arrows on your remote, let's have you do this sequence: Up, Up, Down, Down, Left, Right, Left, Right, Up, Up, Up, Up.

Rob Netflix

When you do that, it should get you to another screen with more options, please let me know when you're there.

You

The TV remote or the Hopper remote?

Rob Netflix

Ah, the Hopper Remote please :)

You

ok, brb

Rob Netflix

Sure!

You

OK, I have a Get Help screen with some selections

Rob Netflix

Great! Can you tell me what selections are listed please?

You

Network, Device, Contact us. Then lower down: Check your network, Reload Netflix, Exit Netflix, and Sign out

Rob Netflix

Awesome, let's click where it says Check your Network and tell me what shows up on screen please.

You

Do you want me to select it?

Rob Netflix

Ah , yes please :)

You

I have five green checks and Connection speed

You

Connection speed is 18.33 Mbps

Rob Netflix

Got it, thank you so much for all of this info!

You

Wonder why the speed is so slow!

Rob Netflix

Ah yes, no worries, as you are able to see, for some reason the speed is not being able to reach the required speed needed for 4k or UHD. So on this case I recommend for you to reach out to your internet service providers so that they are able to check it out from their end and see what's going on right there.

Rob Netflix

I'll go ahead and send you some info with which you can go over with your service providers to check out. Along with a link to our Help Center in case that you want to give it a shot sometime in the future, it is like a google but for Netflix. Is there anything else I can help you with today? I'm here for you :)

You

Should I get with DISH TV Satellite company or my ISP Charter Cable? I don't think there is an issue with Charter Cable because when I do a speed test I am getting 350 Mbps down and 21 Mbps up.

Rob Netflix

Ah I get you there, but here's the thing...

You

Hello Rob, are you still there?

Rob Netflix

You see, the internet reaches out every device, app, and site through different "roads" and sometimes only specific paths get blocked by some corrupted data that needs to be taken out of the way.

Rob Netflix

Ah yes, sorry for the late reply, my computer froze for a bit, but it is up and running once again

Rob Netflix

So in this case it is recommended to reach out to your ISP and see what they can find or if they say that it is fine but it is coming out of the dish itself. So no worries, just reach out to your ISP so that they are able to check it out at their end and that's it :)

You

OK, thanks for all your help. Can you send me that link to your Help Center?

Rob Netflix

Sure, it's on the way already and you'll be able to see it in a few minutes so no worries. Is there anything else I can help you with today? I'm here for you!

You

NO, that is it unless you can email a copy of our conversation..

Rob Netflix

Ah, actually at the end of the chat you will be asked if you want a transcript sent to your email. All you have to do is check the box and you'll be getting it without a problem :)

You

OK, thanks again. I got the email with your Help Center info. Take care

Rob Netflix

Don't mention it, I'm glad I was able to help you out with this! Hope you have an excellent day, take care you too! :)