

HIGHLIGHTS

- An easy account activation tool for new customer installations, using the satellite receiver.
- It is intended to be used by installers only.

Supported Receivers:

- DISH 311
- Others TBD

DESCRIPTION

The Receiver Activation Program (RAP) allows installers to activate new customer accounts from an installed satellite receiver, rather than calling Customer Service or using the IVR.

FEATURES

- All receivers on the account can be activated by running the RAP on a supported receiver (see list of supported receivers to the left).
- The RAP launches automatically if the right conditions are met (see next page).
- The RAP will dial out and the customer phone number will be used to find associated account information.
 - If the phone number used does not match the number on the account, the installer will be asked to enter the account number.

CONSIDERATIONS

- A phone line is required.
- Installation must include the 110° orbital location.
- For new customer account activations only.
- The receiver must not have been previously activated.
- Contact the Customer Service Center for installations with more than six receivers.
- Any problem encountered while attempting to activate the RAP will result in the application exiting and the installer having to call the Customer Service Center.
- After successfully using the RAP, if it launches on other receivers, exit the application on those receivers.

CONSIDERATIONS, continued

- For DNS installs, the model numbers may also be listed.
- When entering the receiver and smart card numbers, check digit entry is optional (check digits are the two numbers after the dash. For example, R123456789-01). However, check digits should be entered if available. This will help to ensure the accuracy of any numbers entered. Do not guess at check digit numbers (for example, entering 00). If you don't have them, leave them blank.
- You must correctly tell the program whether or not each receiver has a phone line connected.

TYPICAL PROCEDURE

1. Install dish antenna and receiver. Installation must include 110°.
2. Acquire signal.
3. Take a download.
4. Pop-up #342 ("Application Downloading") displays, then the RAP automatically launches.
5. Select **Begin Activation**.
6. The RAP will dial out and the customer phone number will be used to find associated account information.
 - If the phone number can't be found, enter the 16-digit account number to proceed.
7. Verify account information.
8. Verify or enter the number of receivers on the account.
9. Receiver and smart card ID are automatically populated for the receiver the RAP is running on.
10. Enter the Receiver and Smart Card numbers for the remaining receivers, designate the appropriate receiver as the primary, and indicate if each receiver has a phone line connected.
11. The RAP indicates a successful activation and completes the call.

AUTO LOAD CONDITIONS

The following conditions must be met for the receiver to automatically start the Receiver Activation Program:

- It is viewing the 110° orbital location.
- It is powered on.
- It must not have previously loaded the application since the last reset.
- The receiver and smart card must be unpaired.
- It cannot be previously paired to another smartcard (for example, waiting for a card swap).

FREQUENTLY ASKED QUESTIONS

If I have a 942 and a 311, can I use the RAP on the 311 to activate both receivers, even if it's not the primary receiver?

Yes. You can tell the RAP that the 311 is not the primary receiver, and tell it that the 942 is the primary receiver.

Can I use the RAP on a supported receiver to activate non-supported receivers on the account?

Yes. Receivers do not have to have the RAP capability to be activated by the receiver in the home that has the application.

What if I have multiple receivers that support the RAP - which receiver do I use?

Use the supported receiver with a phone line connection that is most convenient for you.

The application says to call 1-800-333-DISH if I don't use the RAP - shouldn't I call my usual installation number?

Yes - if you decide not to use the RAP, call 1-888-233-3474 to activate the receiver(s), as usual.

If I select Yes to tell the RAP a receiver has a phone line connected, but it really doesn't, does that matter?

Yes. The receivers are often checked for a good phone connection. If this is not found, a charge for not having the phone line connected on applicable receivers will be added to the account.

If I select No to tell the RAP a receiver does not have a phone line connected, but it really does have one connected, does that matter?

Yes. On applicable receivers, if you select No, the customer will receive a charge for not having the phone line connected.

What will happen if I just guess at the check digit numbers?

The application will determine that invalid check digits were entered and will ask you to re-enter. Select Clear on the screen to clear all of the numbers, then re-enter the first sixteen numbers. When you get to the first check digit box, use the DOWN ARROW on the remote to move to the Smart Card line.

Once I complete the RAP on one receiver, what do I do with other receivers that have the "Do you want to activate your account from this receiver" pop-up?

Just choose Stop Activation or Watch TV on the other receivers - they will all be authorized if their numbers were entered using the other receiver.

What prevents a customer from getting a new receiver, then using the application to add it to his friend's/relative's account?

The RAP only works with new accounts.