

TECHNICAL INFORMATION BULLETIN

Product Affected: DISH 322 and DISH Player-DVR 522 Satellite Receivers

Subject: Upgrade to Allow Using UHF Pro Remote Controls on both TV1 and TV2

Description

An upgrade has been released to enable the DISH 322 and DISH Player-DVR 522 receivers to operate TV1 using a UHF Pro remote control. This upgrade allows the receiver to be located where two satellite cables can be more easily run and where modulated video signals from both **TV CH 3-4 OUT** and **CH 21-69 OUT** can be distributed using pre-existing home cabling. The upgrade includes the following:

1. Receiver: New software has been released to upgrade receivers to include this new feature:
 - For DISH 322, the receiver software must be L151 or later.
 - For the DISH Player-DVR 522, the receiver software must be L162 or later.
2. Remote Control: New standalone UHF Pro remote control kits have been released to support this upgrade. The kits include a new remote control key which enables the UHF Pro remote control to be used for TV1. The key is green with a number 1 to match the TV1 user interface, but also carries UHF Pro logo to distinguish it from the IR version remote control. The kit also includes instructions on how to set up the remote control and the receiver to operate TV1 using the UHF Pro remote control. During setup, the receiver will automatically force the TV1 and TV2 UHF Pro remote controls to be set to different remote addresses.
 - For DISH 322, the kit is titled “KIT, RMTE UHF W/#1 PRO KEY 4.0 (BOXED)” under part number 128579.
 - For DISH Player-DVR 522, the kit is titled “KIT, RMTE UHF W/#1 PRO KEY 6.0 (BOXED)” under part number 128580.



Considerations:

The following should be considered and explained to the customer about this upgrade:

When the upgrade is completed, the receiver will be listening on the same UHF frequency for commands from both UHF Pro remotes for TV1 and TV2. Therefore, when buttons on both UHF Pro remote controls are pressed at exactly the same time, the receiver may miss some remote control commands. When this occurs, the receiver may at times appear to be unresponsive to the remote controls. This is expected behavior with this product upgrade and does not indicate the receiver or remote is failing. If this is an issue for the customer, the following are other solutions which avoid this situation:

- a. After-market remote extender products, such as the 172 XTRA LINK2™ (not available through EchoSphere or DNS).
- b. Dish Network IR-to-UHF Upgrade Kits: Part number 106248 for DISH 322 and part number 123804 for DISH Player-DVR 522.