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Pace International MOBILE-VIP211Z

DISH Solo HD Receiver (ViP 211z) User Manual

Model: MOBILE-VIP211Z | Brand: Pace International

PRODUCT OVERVIEW

The DISH Solo HD Receiver (ViP 211z) is designed to provide high-definition satellite television programming. It is compatible with various DISH satellite systems and offers features such as DVR readiness (with an external hard drive) and support for over-the-air channels via an optional tuner.

Key Features:

- Views DISH HD programming in resolutions - 720p, 1080i, and 1080p.
- Compatible with DISH satellites 1000.2, 1000.4, and Tailgater Antenna.
- Universal 4 component IR remote included.
- Two USB ports for connecting an optional USB Digital OTA Tuner for over-the-air broadcasts and/or an external hard drive for DVR functions (not included).
- Approximately 10% smaller and 40% lighter than the previous DISH model ViP211k.
- Includes custom software for Tailgater & Relay antennas.
- DVR ready; requires an external hard drive and a one-time DVR activation fee.
- Optional OTA (50977) tuner available for seamless program guide integration of satellite and over-the-air channels (sold separately).

WHAT'S IN THE BOX

Upon unboxing your DISH Solo HD Receiver, you should find the following components:

- DISH Solo HD Receiver (ViP 211z) unit
- Universal IR Remote
- Power Adapter (implied, not explicitly listed but necessary)
- User Manual (this document)



Image: The retail packaging for the DISH ViP 211z Satellite Receiver, showing the receiver and remote on the box, along with "CALL TO ACTIVATE" information.

SETUP AND CONNECTIONS

Follow these steps to properly set up your DISH Solo HD Receiver and connect it to your television and satellite dish.

1. **Placement:** Place the receiver on a flat, stable surface with adequate ventilation. Ensure it is not near heat sources or in direct sunlight.
2. **Satellite Input:** Connect the coaxial cable from your satellite dish or Tailgater/Relay antenna to the "Satellite In" port on the back of the receiver.
3. **Video/Audio Connection:**
 - For High Definition (HD) video and audio, connect an HDMI cable from the "HDMI Output" port on the receiver to an available HDMI input on your television. This is the recommended connection for optimal picture quality.
 - For Standard Definition (SD) video and audio, connect RCA cables (yellow for video, red for right audio, white for left audio) from the "RCA Outputs" on the receiver to the corresponding inputs on your television.
4. **Power Connection:** Connect the power adapter to the "Power" input on the receiver, then plug the adapter into a standard electrical outlet.
5. **Optional USB Devices:** If you plan to use an external hard drive for DVR functionality or an optional USB Digital OTA Tuner, connect them to the "USB 2.0 Port(s)" on the receiver.
6. **Initial Power On:** Turn on your television and select the correct input source (HDMI or AV) that corresponds to your receiver connection. The receiver will begin its initial boot-up process.

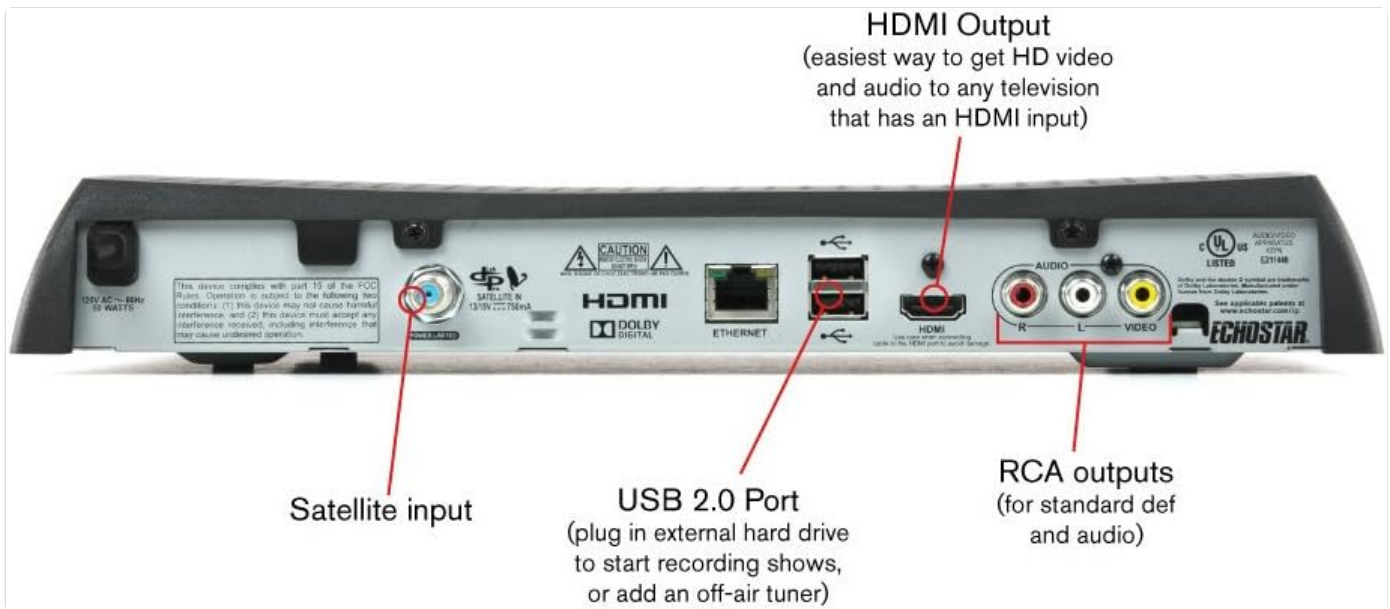


Image: The rear view of the DISH ViP 211z receiver, highlighting the Satellite input, USB 2.0 Port, HDMI Output, and RCA outputs for various connections.



Image: The DISH ViP 211z HD Receiver shown with its accompanying universal IR remote control resting on top.

OPERATING INSTRUCTIONS

Once your receiver is set up, use the universal IR remote to navigate and control your DISH programming.

Remote Control Functions:

- **Power:** Turns the receiver on or off.
- **Guide:** Displays the program guide.
- **Channel Up/Down:** Changes channels.
- **Volume Up/Down:** Adjusts television volume (if remote is programmed for TV).
- **Select/OK:** Confirms selections in menus.
- **Arrow Buttons:** Navigate through menus and program guide.
- **Menu:** Accesses the main system menu for settings and features.

- **DVR Controls:** Play, Pause, Stop, Rewind, Fast Forward, Record (if external hard drive is connected and activated).

Initial Activation:

After connecting, you will need to activate your receiver. Follow the on-screen prompts or call DISH customer service for activation. Refer to the "Support and Contact Information" section for phone numbers.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your DISH Solo HD Receiver.

- **Cleaning:** Use a soft, dry cloth to wipe the exterior of the receiver. Do not use liquid cleaners or abrasive materials.
- **Ventilation:** Ensure that the ventilation openings on the receiver are not blocked. Adequate airflow prevents overheating.
- **Power Cycling:** If the receiver becomes unresponsive, unplug it from the power outlet for 30 seconds, then plug it back in. This can resolve minor software glitches.
- **Software Updates:** The receiver may periodically download software updates automatically. Allow these updates to complete without interrupting power.

TROUBLESHOOTING

This section addresses common issues you might encounter with your DISH Solo HD Receiver.

Problem	Possible Cause	Solution
No Picture/Sound	Incorrect TV input, loose cables, receiver off.	Verify TV input source. Check all cable connections (HDMI, RCA, Satellite, Power). Ensure receiver is powered on.
Remote Not Responding	Dead batteries, obstructed sensor, remote not paired.	Replace remote batteries. Ensure clear line of sight to receiver's IR sensor. Re-pair remote if necessary (refer to remote's specific instructions).
"Acquiring Signal" Message	Satellite dish alignment issue, cable problem.	Check satellite cable connection. Ensure dish is clear of obstructions. If using a portable antenna, verify its alignment. Contact DISH support if issue persists.
DVR Not Working	External hard drive not connected/formatted, DVR not activated.	Ensure external hard drive is properly connected to a USB port. Verify the hard drive is formatted correctly for the receiver. Confirm DVR activation with DISH.

SPECIFICATIONS

Detailed technical specifications for the DISH Solo HD Receiver (ViP 211z).

- **Model Number:** MOBILE-VIP211Z
- **Product Dimensions:** 12.75 x 9 x 2 inches
- **Item Weight:** 3.05 pounds (Receiver only) / 3.1 Pounds (Shipping weight)
- **Connectivity Technology:** HDMI
- **Total USB Ports:** 2
- **Audio Output Mode:** Surround

- **Supported Resolutions:** 720p, 1080i, 1080p
- **Manufacturer:** Pace International
- **ASIN:** B00D2Z2PCG
- **First Available:** May 14, 2012

WARRANTY INFORMATION

This product is a factory remanufactured unit, DISH Certified, and comes with a specific warranty.

Legal Disclaimer: FACTORY REMANUFACTURED - DISH CERTIFIED with 1-YEAR WARRANTY AFTER ACTIVATION.

For warranty claims or detailed terms and conditions, please contact DISH customer support or refer to the documentation provided at the time of purchase and activation.

SUPPORT AND CONTACT INFORMATION

For assistance with activation, technical support, or any other inquiries regarding your DISH Solo HD Receiver, please use the following contact information:

- **New DISH Customers (for activation):** 1-800-970-9623
- **Existing DISH Customers (for activation/support):** 1-800-333-DISH (1-800-333-3474)
- **Online Support:** Visit the official DISH website for FAQs, troubleshooting guides, and further assistance.

Note: Phone numbers are subject to change. Please refer to the latest information on the official DISH website or your activation materials.