

Dish ES214615

DISH Hopper Duo Smart DVR User Manual

Brand: Dish | Model: ES214615

INTRODUCTION

The DISH Hopper Duo Smart DVR is designed to provide a comprehensive and intuitive television viewing and recording experience. It delivers faster performance and a modern user interface, capable of supporting up to two high-definition televisions in your home when integrated with a Joey receiver. This system includes a voice-activated remote control with a convenient remote finder function, allowing for easy navigation and control. The Hopper Duo can record and store up to 125 hours of high-definition programming. Its advanced features enable users to manage recordings remotely via a smartphone, watch two programs simultaneously using Picture-in-Picture (PiP), and seamlessly continue watching content from one room to another. The device also integrates popular smart TV applications such as Netflix and Pandora directly into its interface, eliminating the need to switch inputs.



Image: The DISH Hopper Duo Smart DVR unit, a sleek black rectangular device with a red accent line, is shown with its accompanying black voice remote control resting on top. The remote features a prominent red 'Select' button and various other controls.

SETUP GUIDE

Unpacking and Initial Inspection

Carefully remove all components from the packaging. Verify that all items listed in the package contents are present and undamaged.

Connecting the Hopper Duo

1. Connect the coaxial cable from your satellite dish to the 'SAT IN' port on the back of the Hopper Duo.
2. Connect an HDMI cable from the 'HDMI OUT' port on the Hopper Duo to an available HDMI input on your television.
3. Plug the power adapter into the 'POWER' port on the Hopper Duo, then plug the other end into a wall outlet.
4. Turn on your television and select the correct HDMI input.
5. The Hopper Duo will begin its boot-up sequence. Follow the on-screen prompts for activation and setup.

Remote Control Pairing

The voice remote typically pairs automatically with the Hopper Duo. If the remote does not respond, press and hold the 'SAT' button on the remote until the remote light flashes, then follow any on-screen instructions to complete the pairing process.

OPERATING YOUR HOPPER DUO

Basic Navigation

Use the arrow keys on your remote to navigate through menus, program guides, and content. Press the 'SELECT' button to confirm selections or open items.

Recording Programs

To record a program, select it from the program guide and press the 'RECORD' button on your remote. The Hopper Duo has the capacity to store up to 125 hours of high-definition recordings.

Picture-in-Picture (PiP)

The Hopper Duo supports Picture-in-Picture functionality, enabling you to view two different programs simultaneously on your television screen. Refer to your on-screen menu for specific instructions on activating and controlling PiP.

Voice Control

Leverage the voice capabilities of your remote or a connected Amazon Alexa device for hands-free control. Simply press the microphone button on the voice remote and speak your command, such as "Tune to ESPN" or "Record this show."

Smart TV Apps

Access a variety of integrated smart TV applications, including Netflix and Pandora, directly from the Hopper Duo's user interface. Navigate to the 'Apps' section within the main menu to explore available applications.

MAINTENANCE

Cleaning

To clean the exterior of your Hopper Duo, use a soft, dry cloth. Avoid using liquid cleaners, abrasive materials, or chemical solvents, as these can damage the unit's finish.

Software Updates

The Hopper Duo is designed to automatically receive software updates to ensure optimal performance and access to the latest features. For successful updates, ensure the device remains connected to power and maintains a stable satellite signal.

Resetting the Device

In cases of minor operational issues or unresponsiveness, a soft reset can often resolve the problem. To perform a soft reset, press and hold the 'POWER' button located on the front of the Hopper Duo for approximately 10 seconds until the unit restarts.

TROUBLESHOOTING

Problem	Solution
No Picture/Sound	Verify all HDMI cable connections are secure. Ensure your television is set to the correct HDMI input. Perform a soft reset of the Hopper Duo.
Remote Not Responding	Check and replace the remote control batteries if necessary. Attempt to re-pair the remote by holding the 'SAT' button. Use the 'Locate Remote' button on the Hopper Duo if available.
Recording Issues	Confirm that there is sufficient storage space available on the DVR. Check the satellite signal strength. Ensure the Hopper Duo is connected to the internet for accurate program guide data.
Slow Performance	Perform a soft reset of the device. Ensure that the Hopper Duo has adequate ventilation and is not obstructed.

SPECIFICATIONS

Package Dimensions: 15.1 x 13 x 4.6 inches

Item Weight: 6 pounds

Model Number: ES214615

Brand: Dish

Connectivity Technology: HDMI

Total USB Ports: 1

Compatible Devices: Television, Smartphone

Storage Capacity: Up to 125 hours of HD recordings

WARRANTY AND SUPPORT

For detailed warranty information and technical support, please refer to the official Dish Network website or contact their customer service directly. It is advisable to retain your purchase receipt for any potential warranty claims.

Additional online resources, frequently asked questions (FAQs), and troubleshooting guides may also be available on the Dish support portal.



[DISH TV Service Guide: Get Started and Explore Features](#)

A comprehensive guide to your DISH TV service, covering setup, remote control, DVR, On Demand, apps, personalization, and customer support.



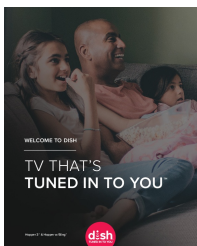
[DISH Hopper Features Guide: Unlock Your Entertainment](#)

Discover the full potential of your DISH Hopper receiver with this comprehensive features guide. Learn about the intuitive remote, personalized settings, popular apps like Netflix and Game Finder, advanced DVR capabilities, DISH Anywhere access, and helpful tips for a seamless entertainment experience.



[DISH Remote User Guide: 5.4 and 6.4 Models](#)

Comprehensive user guide for DISH 5.4 and 6.4 remote controls, covering setup, configuration, programming, and troubleshooting for various DISH receivers and other home entertainment devices.



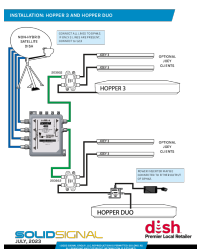
[DISH Hopper 3 & Hopper w/Sling User Guide](#)

A comprehensive guide to the DISH Hopper 3 and Hopper w/Sling DVR systems, detailing features like conflict-free TV, extensive recording capacity, multi-room viewing, integrated apps, and personalization options for an enhanced home entertainment experience.



[DISH Hopper Features Guide: Master Your Entertainment System](#)

Explore the comprehensive features of the DISH Hopper receiver with this official guide. Learn about remote control functions, apps, DVR capabilities, Video On Demand, DISH Anywhere, and more to enhance your home entertainment experience.



[Installation Guide: Dish Hopper 3 and Hopper Duo Satellite System](#)

Detailed installation guide and diagram for setting up Dish Hopper 3 and Hopper Duo satellite receivers, connecting a non-hybrid satellite dish, EchoStar DPH42 switch, Hybrid Solo Hub, and optional Joey 3 clients.