Wally™

USER GUIDE

Copyright Notice

Equipment Covered in This User Guide

This user guide covers the Wally receiver and may also cover other devices that are not listed here.

Wally User Guide

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Welcome

Thank you for choosing DISH. You're about to experience the excitement and convenience of our Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH consistently provides the latest products and satellite-delivered services—with high performance, ease of operation, and a variety of entertainment options.

Conventions in This User Guide

- Names of most buttons on the remote control appear in uppercase letters.
  Example: Press GUIDE on the remote.

- "Double-press" means to press a button twice.
  Example: Double-press 🏠 on the remote to display the Menu screen.

- On-screen menu options that you can select are in bold.
  Example: Select **Closed Captioning** to display the Closed Captioning screen.

- "Select" means to use the remote's arrow buttons to highlight an option on-screen and then press SELECT on the remote.
  Example: Select **Save** to save your changes.

Watching TV Now

Once your Wally is connected, you can start watching TV in the following ways:

- **Program Guide**: Press GUIDE on the remote and select a program to watch.

- **Arrow Buttons**: Press the CH▲ or CH▼ buttons on the remote while watching live TV.

- **Number Buttons**: Enter a valid channel number.

- **Mini Guide**: While watching live TV, press the RIGHT arrow on the remote and select a program.

- **Trending Live**: While watching live TV, press the LEFT arrow on the remote and select a program or the **See More** icon.

To learn more about these options, see the *Watching TV* chapter.

Moving On-Screen Logo

Whenever your Wally is turned off but your TV remains on, helpful tips display on your TV screen, as shown below.

This screen assures you that your Wally is still connected to your TV. Additionally, it provides an opportunity for you to learn about your Wally and its features.

To resume watching TV, press any button on the remote.

On-Screen Help
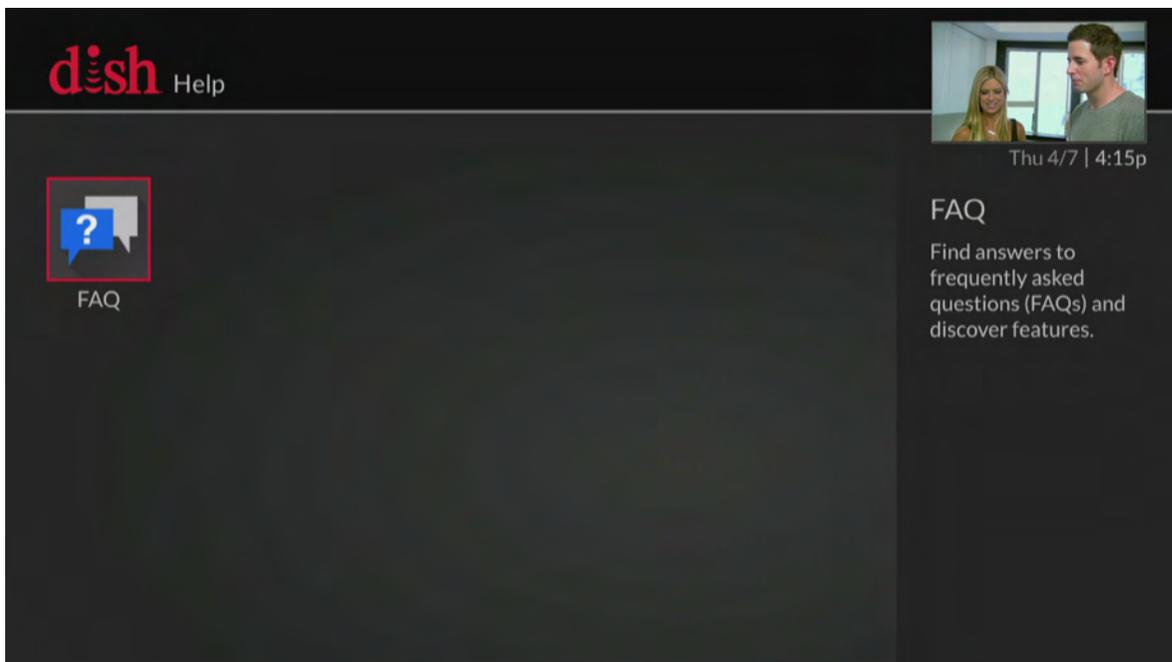
Quick Tips

When you press and hold INFO/HELP on the remote while viewing commonly used screens, quick tips display, such as the screen shown below.

Help App

You can access helpful information about your Wally by double-pressing 🏠 on the remote and selecting **Help**.


From there, you can see frequently asked questions and learn about your Wally's features.

About Satellite TV Reception

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

Heavy rain, snow, or dense cloud cover can reduce your satellite signal and possibly interrupt your service. Your service will return after the weather condition has passed. During installation, aiming the satellite dish to get the strongest signal will help prevent rain and snow from interrupting the signal.
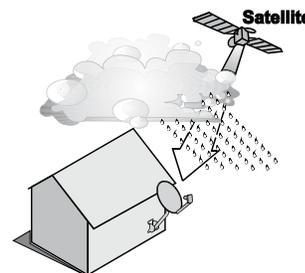
Semiannual Solar Interference

Twice a year, the sun moves to a position behind DISH satellites as they orbit the Earth. This event occurs during a few days at the beginning of spring and fall, and lasts only a few minutes.

During these brief periods, you won't be able to watch programs on DISH. When the sun has moved from behind the satellites, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.
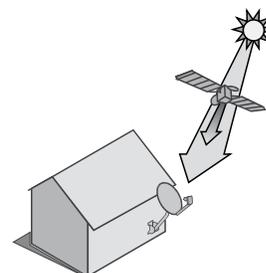
About Your DISH Account

If you want to know about charges to your DISH account or if you'd like to make changes to your programming packages, be sure to have your account information handy and choose one of the following options:

- Visit *mydish.com/myaccount* and log in to your account.
- Double-press ⌂ on the remote and select **My Account**, then **Manage My Account**.
- Call DISH at 1-800-333-DISH (3474).

Note: Additional authorization may be required before high-definition programming and/or over-the-air digital broadcasts can be viewed; additional fees may apply.

Tips

- Use DISH Anywhere to manage your Wally when you're away from home.
- Keep your Wally connected to broadband Internet to maintain easy access to apps and pay-per-view.
- Turn off your Wally when you're not using it so that it can receive the latest software updates, which usually occur overnight.

Questions

- **I'm looking at program information in a guide that I bought at the grocery store, but nothing matches what's on my Wally. Is something wrong?**
  No; DISH programming may vary from what you'll find in a local publication. For best results, use the program guide on your Wally or order DISH's *Hopper* magazine at *dishhoppermag.com*.

Connections and Setup

Chapter 2

Click a topic to jump to it:

- **Connecting to Your TV**

- **Connecting to Broadband Internet**

- **Connecting to an Over-the-Air (OTA) Antenna**

- **Connecting to a DISH Tailgater®**

Connecting to Your TV

If your HDTV or HD monitor has an HDMI connection available, this is the recommended connection to use with your Wally to provide high-definition audio and video using a single cable.

If you can't connect via HDMI, you can use standard red/white/yellow RCA cables to get picture quality in standard definition.

1   Connect in one of the following ways:
   • Using an HDMI cable from the HDMI port on the back of your Wally to an HDMI port on your HDTV or HD monitor. For optimal picture quality, connect your Wally using a short, high-quality HDMI cable.
   • Using RCA cables from the back of your Wally to RCA inputs on your TV or monitor

2   Power on your Wally and connected TV or monitor.

3   Confirm that you're getting a TV signal from your Wally. Make sure that you're using the correct input on your TV.

   Note: In most cases, connecting the HDMI cable will provide plug-and-play control of the TV or monitor's display resolution and other settings. However, your TV may require selecting a different format to display video from your Wally during its setup.

4   Turn up the volume on your TV and confirm that you have sound.

5   Consult your TV or monitor documentation for the best HD resolution that's supported. For HDTVs and monitors, this is usually 1080p/1080i or 720p.

6   Double-press 🏠 on the remote to display the Menu screen.

7   Select **Settings**, then **TV**.

8   On the TV Settings screen that displays, select **Video Resolution** and choose the best HD resolution for your TV or monitor. For HDTVs and HD monitors, this will usually be **1080p or 1080i**.

9   Select the **Aspect Ratio** field and choose the aspect ratio that's best suited for your TV or monitor:
   • **16:9** is the typical setting for a widescreen HD display.
   • **4:3 with Horizontal Compression** is the setting to use on a standard 4x3 TV or monitor that uses vertical compression. When viewing a 16x9 program on such a TV or monitor, it automatically displays the picture in letterbox format (with black bars across the top and bottom of the screen) to preserve the correct horizontal and vertical proportions of the widescreen HD image.
   • **4:3 without Horizontal Compression** is the setting to use on a standard 4x3 TV or monitor that doesn't use vertical compression. When viewing a 16x9 program on such a TV or monitor, black bars at the top and bottom won't be displayed, and a widescreen HD image will appear tall and skinny.

Connecting to Broadband Internet

If you have broadband Internet access at home, connecting your Wally to your home network allows you to take advantage of pay-per-view programming, DISH apps, and DISH Anywhere.

You can connect your Wally to broadband Internet in one of the following ways:

   • **Wired Connection (recommended)**: Connect an Ethernet cable from the ETHERNET port on the back of your Wally to your home network router or switch.

   • **Wireless Connection**: Insert the Wi-Fi USB Adapter into one of the USB ports on the back of your Wally. Visit *mydish.com/orderfromstore* to order this product.

To check your connection to broadband Internet, double-press 🏠 on the remote and select **Settings**, then **Internet**. The Internet Settings screen displays the current status of your Internet connection. You have the option to view network details or reset the network.

Connecting to an Over-the-Air (OTA) Antenna

If you want to receive digital OTA channels in addition to your satellite programming, you can use the OTA USB Adapter and an OTA antenna (both sold separately). You can add the OTA channels to your Wally's default channels lists and assign them network affiliations, giving you access to the channels via the Guide or Mini Guide, just like any other channel.

Notes:

- The audio/video quality on local OTA channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the over-the-air TV antenna you use. If you have questions about over-the-air channels, contact your local broadcasters—not DISH.

- The type of OTA antenna that you need depends on the channels used by and the locations of the local broadcasters for your area. Visit *antennaweb.org* or contact a professional installer or consumer electronics retailer to help you select a suitable antenna.

Follow this procedure to watch digital OTA channels on your Wally:

1. Order the OTA USB Adapter from *mydish.com/orderfromstore*.
2. Install an OTA antenna in your home, making sure to follow the installation instructions correctly.
3. Connect the USB plug of your OTA USB Adapter to one of the USB ports on the back of your Wally.
4. Connect the coaxial port of your OTA USB Adapter to your over-the-air antenna. When prompted to restart your Wally, select **Yes**.
5. When you can view live TV again, double-press 🏠 on the remote to display the Menu screen.
6. Select **Settings**, then **OTA Antenna**.
7. On the Over-The-Air Channels screen that displays, select **Scan** to begin searching for channels that your OTA antenna can pick up in your area. A popup shows the status of the scan.
8. When your channel scan is complete, choose the local channels that you want to add to your program guide, then select **Save**. The selected channels will be added to the program guide for your Wally and will be available for live TV viewing as well as DVR recording (if you have an external hard drive connected).

Connecting to a DISH Tailgater®

The Wally supports the mobile antenna, DISH Tailgater, providing you with your satellite programming while away from home.

While setting up your Tailgater, please keep the following guidelines in mind:

- Don't stand or walk in front of the side of the Tailgater that faces the southern sky. Ensure that the handle of your Tailgater antenna is pointing north.
- If instructed during setup, contact DISH at 1-800-333-DISH (3474) to authorize your Tailgater.
- If your Wally hasn't been used for a long period of time, it may need to be re-authorized. Contact DISH at 1-800-333-DISH (3474) and follow the prompts to re-authorize your Wally. If channel 101 appears, change the channel to ensure that everything is working normally.

Follow these general steps to set up your Tailgeter. For detailed information on setting up a Tailgater, please read the documentation that came with your Tailgater.

1. Use the instructions that came with your Tailgater to connect and set up the Tailgater, Wally, and TV.
2. Follow the on-screen prompts. If you're using your Wally for the first time, you may have to complete the on-screen installation wizard. If you're unable to complete the wizard, relocate your Tailgater to a location where there are no obstructions of the southern sky.

Wally Receiver and Remote Control

Chapter 3

Click a topic to jump to it:

- **Wally Receiver**

- **Remote Control Buttons**

- **Using the Remote Control**

- **Controlling an Auxiliary Device**

- **Selecting Menu Options**

- **Exiting a Screen or Canceling a Procedure**

- **Tips**

- **Questions**

Wally Receiver

Front Panel

LED Indicator
Indicates power status

Power
Hold to reset your Wally

System Info
Displays system information

Locate Remote
Press to locate your remote control

Up
Navigates through menus or channels

Select
Selects an item or channel

Down
Navigates through menus or channels

Back Panel

Power Port
Plugs in to AC power using the power cable

Satellite Port
Connects to the satellite dish

Audio/Video Output
Provides a standard-definition connection to the TV audio and video input

HDMI® Output
Provides a high-definition audio and video connection to an HDTV or HD monitor

USB Ports
Connects to multimedia devices, such as an external hard drive or accessory

Ethernet Port
Connects to a broadband home network

Remote Control Buttons

To display your satellite programming and to use the features described below, press the SAT Mode button, located on the left side of the remote.
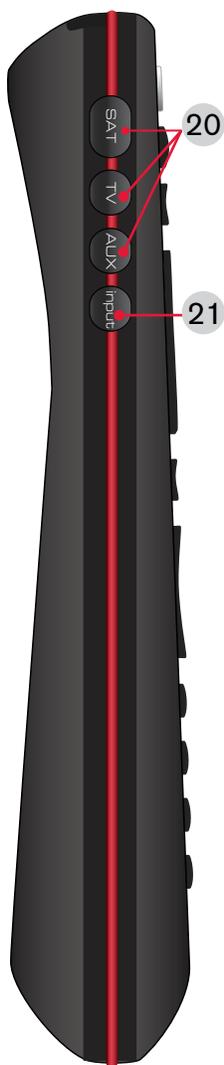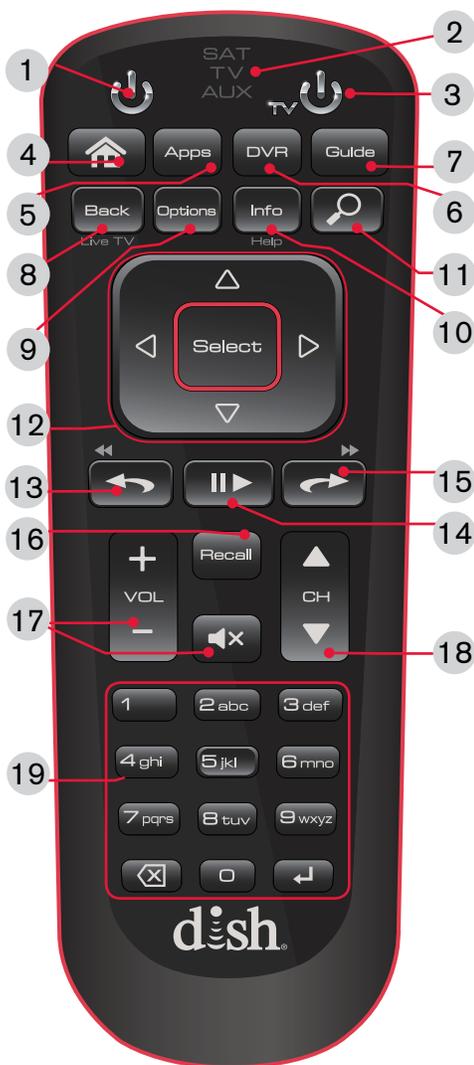

1 **Receiver Power**
Turns the Wally on and off

2 **SAT / TV / AUX**
Mode indicator lights up when in that mode

3 **TV Power**
Turns the TV on and off

4 **Home**
Displays the Home screen

5 **Apps**
Displays the Apps bar

6 **DVR***
Displays recorded programs

7 **Guide**
Displays the program guide

8 **Back/Live TV**
- Returns to the previous menu
- Press and hold to return to viewing live TV

9 **Options**
Displays the Options menu

10 **Info/Help**
- Displays info on a program
- Press and hold for help on most screens

11 **Search**
Displays the Search screen to help find programs

12 **Arrow Buttons & Select**
Helps you navigate the Wally user interface

13 **Skip Back/Rewind***
- Press to jump back 10 seconds in a program
- Press and hold to rewind through the program
- Navigates tabbed screens

14 **Pause/Play***
Pauses or plays a live or recorded program

15 **Skip Forward/ Fast-Forward***
- Press to jump forward 30 seconds in a program
- Press and hold to fast-forward through a program
- Navigates tabbed screens

16 **Recall**
Returns to previously viewed channel(s)

17 **VOL▲, VOL▼, and Mute**
Controls TV and AUX volume

18 **CH▲ and CH▼**
- Changes the channel
- Pages up and down on some screens

19 **Number Buttons**
- For entering a channel number
- Navigates through menus and the program guide

20 **SAT / TV / AUX Mode**
Changes which device the remote controls

21 **Input**
Changes the input for your TV when in TV mode

*Works only with a connected external hard drive. See the Recording and Watching DVR Programs chapter for more information.

Using the Remote Control

The remote control included with your Wally gives you access to all of the receiver's features. Your remote controls the Wally receiver via radio frequency (RF) signals, and as many as two other devices in the same room via infrared (IR) signals. These devices can be a TV, a DVD/Blu-ray™ player or VCR, and an audio device (receiver, amplifier, or accessory).

Note: IR signals travel only short distances (40 feet or less), and cannot go through walls or other solid objects. If you're using the Wally remote to control an auxiliary device via IR, you must point the remote directly at the device, with no objects blocking the line of sight.

Remote Control Modes

Basic Modes

The mode buttons for your remote control are located on its left side. These buttons allow you to switch between different devices to control.

- **SAT** – Press this button to control your Wally receiver.
- **TV** – Press this button to control your TV.
- **AUX** – Press this button to control a DVD/Blu-ray player, VCR, or an audio device.
- **INPUT** – Press this button to change inputs on your TV.

Limited Mode

While watching DISH programming, you can put your remote in Limited Mode to avoid accidentally changing inputs on your TV and seeing a black, blue, or snowy screen. When the remote is in Limited Mode, you will be able to control only the POWER, MUTE, and VOLUME functions for your TV.

Note: Limited Mode is not used with audio devices.

Turning On Limited Mode

1 Double-press 🏠 on the remote to display the Menu screen.
2 Select **Settings**, then **Remote Control**.
3 On the Remote Control Settings screen that displays, scroll down to the Advanced section and select **Limited Mode** to enable it. Your change is automatically saved.

Alternate Button Functions

Most of the following button functions on the remote appear in gray text above or below the main button names. To execute the functions in gray, simply hold down the corresponding button for a few seconds until the action happens on-screen.

Button	Alternate Function
Back Live TV	View live TV
Info Help	Display tips and help info
◀◀ (back arrow)	Rewind playback (only with a connected external hard drive)
▶▶ (forward arrow)	Fast-forward playback (only with a connected external hard drive)
▲ CH ▼	Page up or page down on a scrollable screen

Remote Locator

If you can't find your remote control, simply press the LOCATE REMOTE button on the front of your Wally. In a few seconds the remote will begin to beep to help you locate it.

Note: If your remote control is out of range from your Wally or the remote's batteries are dead, you won't hear these tones.

When you find the remote control, press any button on it to stop the beeping. Then you can use the remote control normally.

Batteries

Low-Battery Warning

When you see a low-battery warning on your screen, the batteries in your remote control are low and will need to be replaced. You can also check the health of your batteries on the System Info screen by double-pressing ⌂ on the remote and selecting **Settings**, then **Diagnostics**. Alternately, you can press the SYSTEM INFO button on the front of your Wally.

Replacing the Batteries

The remote control comes with two AA batteries. When you replace old batteries, you should replace both batteries at the same time and use batteries of the same type (for example, all alkaline or all carbon zinc batteries). Alkaline batteries last longer.

Follow this procedure to replace the batteries:

1   On the back of the remote, push the tab toward the top of the remote to release the battery door latch, then lift the battery door from the remote.

2   Remove the old batteries.

3   Put in two new AA batteries. Make sure that you match the plus ("+") ends with the plus markings on the battery case.

4   Reattach the battery door.

Controlling an Auxiliary Device

The remote contains manufacturer codes for controlling up to two other devices, including your TV, DVD/Blu-ray player or VCR, and audio receiver, tuner, or amplifier. However, the remote can control more devices through IR learning.

Note: Every attempt has been made to include all manufacturer device codes. If your device brand isn't listed or if the codes listed don't work, then the DISH remote may not control your specific device. Not all of the buttons may work with some codes.

Follow this procedure to program your remote to control an auxiliary device:

1   Turn on the auxiliary device that you want to control.

2   Double-press ⌂ on the remote to display the Menu screen.

3   Select **Settings**, then **Remote Control**.

4   On the Remote Control Settings screen that displays, select **Auxiliary Device**.

5   Select the type of device that you want to control and select **Next**.

6   Select how you want to program the remote using one of the following options:

- **Auxiliary Device Pairing Wizard (recommended)** – Select the brand of your auxiliary device, select **Next**, and follow the on-screen instructions.

- **Teach Commands** – Follow the on-screen instructions. Note that the learning sequence will end when:
  - No button on either remote is pressed for at least 30 seconds.
  - The Wally remote runs out of memory for learned commands, whereupon it saves the commands it has learned for equipment in this mode, exits learning, and returns to normal remote control operation. At this point, the remote cannot learn any more commands.
  - All the mode buttons on the Wally remote blink quickly eight times, indicating that the batteries are too low for learning. Learning ends with no learned commands saved, and the remote returns to its normal operation.

- **Enter Pairing Code** – Follow the on-screen instructions.

Selecting Menu Options

You can select a menu option in either of the following ways:

- If the option has a number next to it, press the same number on the remote. When you use the number buttons, you don't need to highlight the option first.
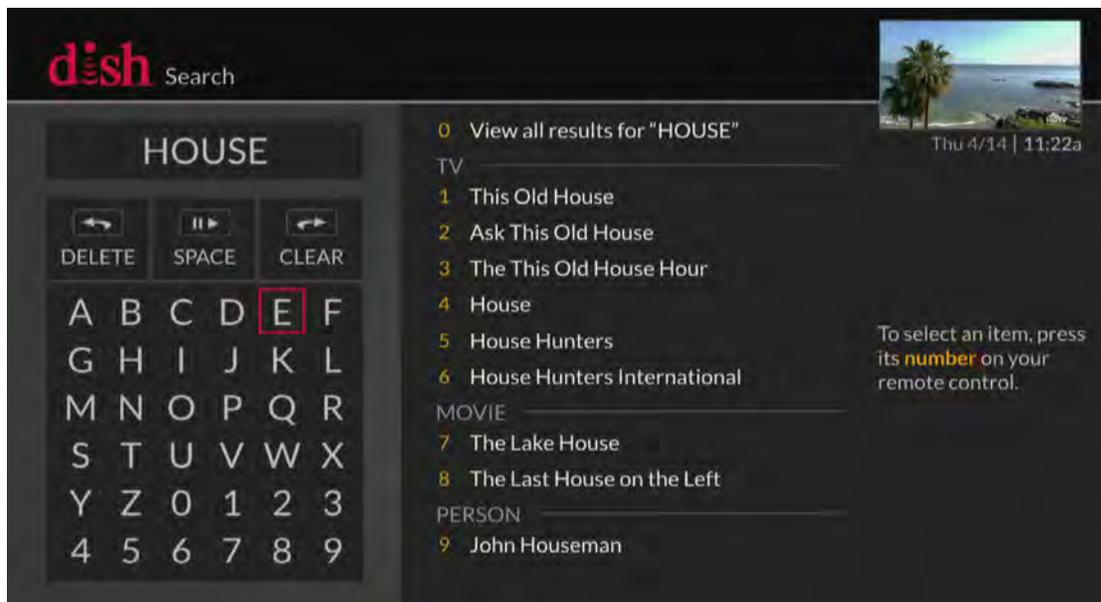
- Use the arrow buttons on the remote to highlight the menu option, then press SELECT.

Exiting a Screen or Canceling a Procedure

You can exit a screen or cancel a procedure in any of the following ways:

- If you want to return to the previous screen, press BACK on the remote.
- If you want to return to watching a program, press and hold BACK for a few seconds.
- Wait a few minutes until the menu closes automatically, discarding any changes you've made.

Tips

- If you don't do anything on a screen for a few minutes, the screen automatically closes. This inactivity will discard any changes you made and return you to the program you were watching.
- You can put your remote control in Limited Mode to keep from accidentally changing the channel or input on your TV.

Questions

- **My remote doesn't control my Wally or other devices. What should I do?**
  – Make sure that the remote control is in the right mode and you're pointing the remote directly at your Wally or device (e.g., TV, DVD player, audio receiver).
  – Make sure that the batteries are good.

Watching TV

Chapter **4**

Click a topic to jump to it:

- **Using the Guide**

- **Searching for Programs**

- **Finding Themed Programs**

- **Using the Mini Guide**

- **Seeing What's Trending**

- **Changing Channels**

- **Channel Lists and Favorites Lists**

- **TV Viewing Options**

- **Tips**

- **Questions**

Using the Guide

Press GUIDE on the remote to display the Guide (program guide). The Guide can display information for programs on now and those coming on within the next nine days. The guide doesn't show programs that ended earlier in the day.

Note: The guide will display program information for the next nine days if an external hard drive is connected and your Wally can receive satellite programming from the either the 119°W or 72.7° orbital location. Otherwise, the guide displays up to two days of program information.

- Press CH▲ or CH▼ to move a page of program data at a time, allowing you to view guide information about programs on other channels.

- Press SKIP FORWARD and SKIP BACK to move forward and backward two-and-a-half hours at a time, allowing you to view guide information about future programs for a given channel.

- Press INFO on the remote to see a screen of more detailed program information.

- Press OPTIONS to see which channel list is active:
  - **All Channels** displays all the channels.
  - **All Subscribed** displays only the channels included in your DISH package.
  - **All Unsubscribed** displays only the channels not included in your DISH package.
  - If you set up a favorites list, the Guide displays only the channels that you included on that list. See _Channel Lists_ for more information.

- When certain types of programming are available within a range of channels in the Guide, the range is collapsed into one row of the guide to make it easier to scroll through programming. The range is denoted with a + sign. You can select that row to display all of the channels within the range.
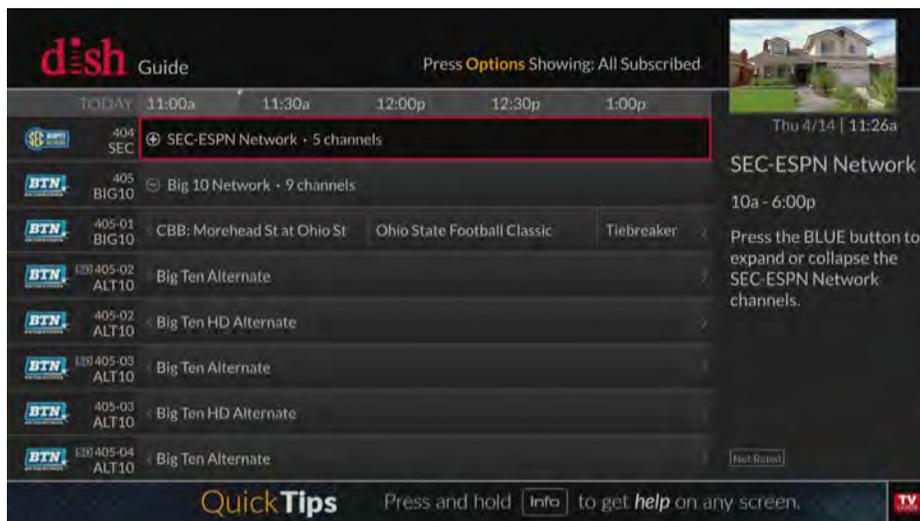
Searching for Programs

The Wally's predictive search feature makes it easy to find programs to watch on TV or pay-per-view.
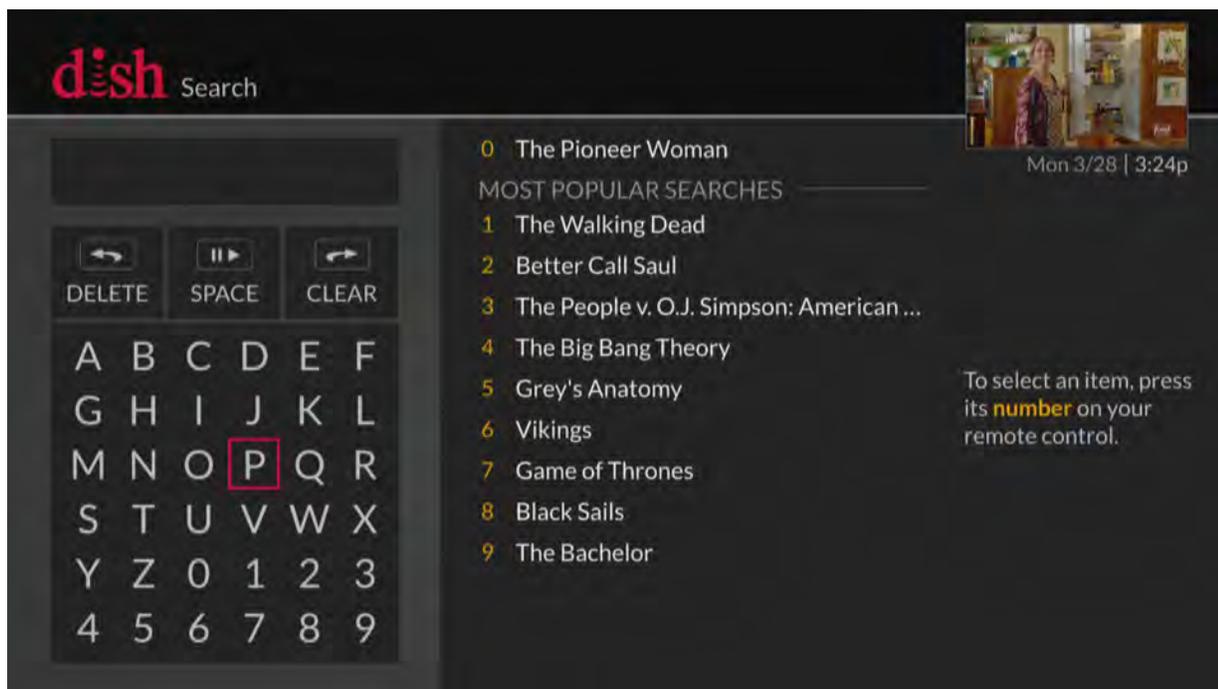
Follow this procedure to search for a program:

1   Press SEARCH on the remote to display the Search screen. The Search screen is also accessible by double-pressing ⌂ on the remote and selecting **Settings**, then **Search**.)

2   Using the on-screen keyboard, start typing a title, actor's name, or keyword. Results of your search will start to display. Typing more characters narrows the results.

3   To select a search result, press the number button on the remote that corresponds to the search result. You can also use the arrow buttons to select a search result directly.

Finding Themed Programs

You can browse programs by their general theme—shows, sports, and movies.
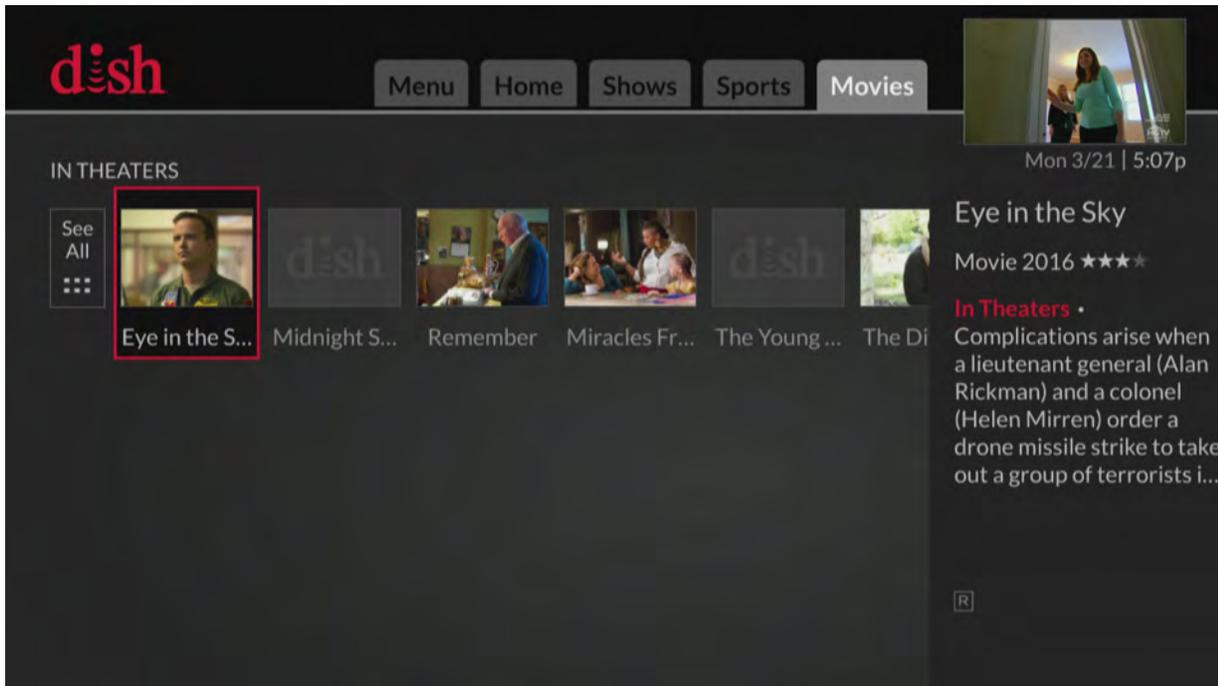
Follow this procedure to find a themed program:

1 Press ⌂ on the remote to display the Home screen.

2 Press SKIP FORWARD or SKIP BACK to switch to a different tab at the top of the screen—**Shows**, **Sports**, or **Movies**. By default, results are returned only for available program listings.

3 Browse for and select a program to watch.

Using the Mini Guide

You can use the Mini Guide to see what other programs are on or coming up while not missing any of the program you're watching.
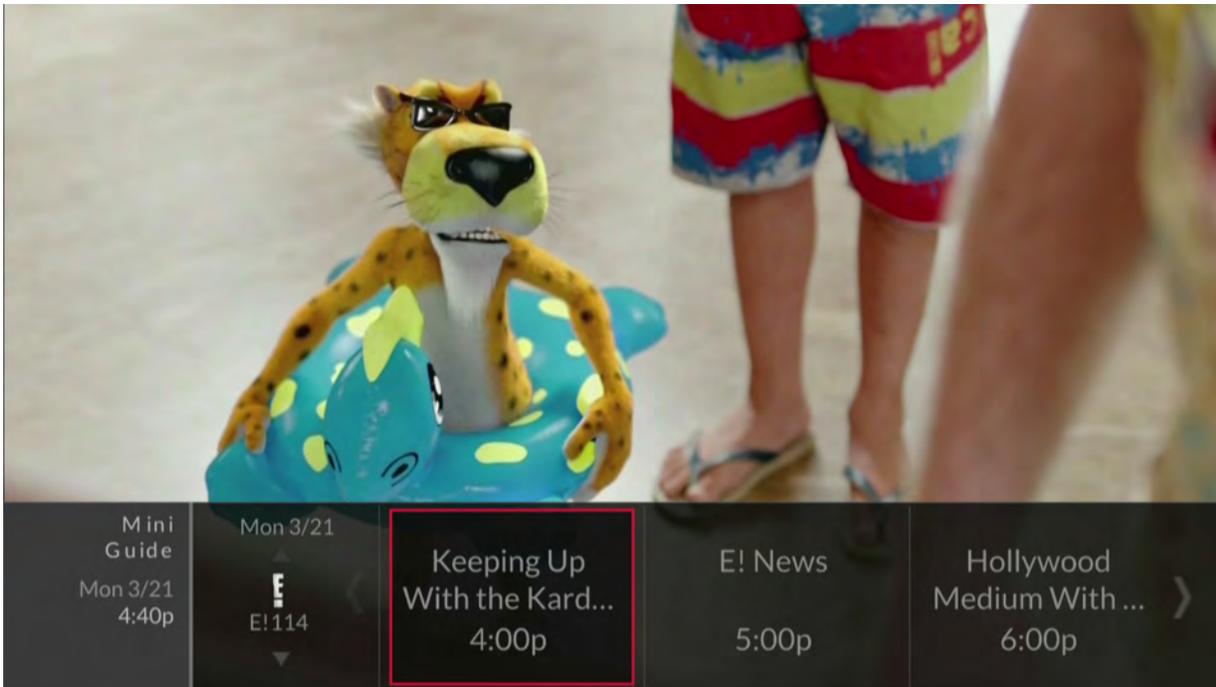
- While watching live TV, press the RIGHT arrow on the remote, then press UP or DOWN and select a program.
- You can also enter a valid channel number using the remote's number buttons to display that channel as a selectable option.

Seeing What's Trending

You can use the Trending Live feature to see popular programs that everyone's watching.
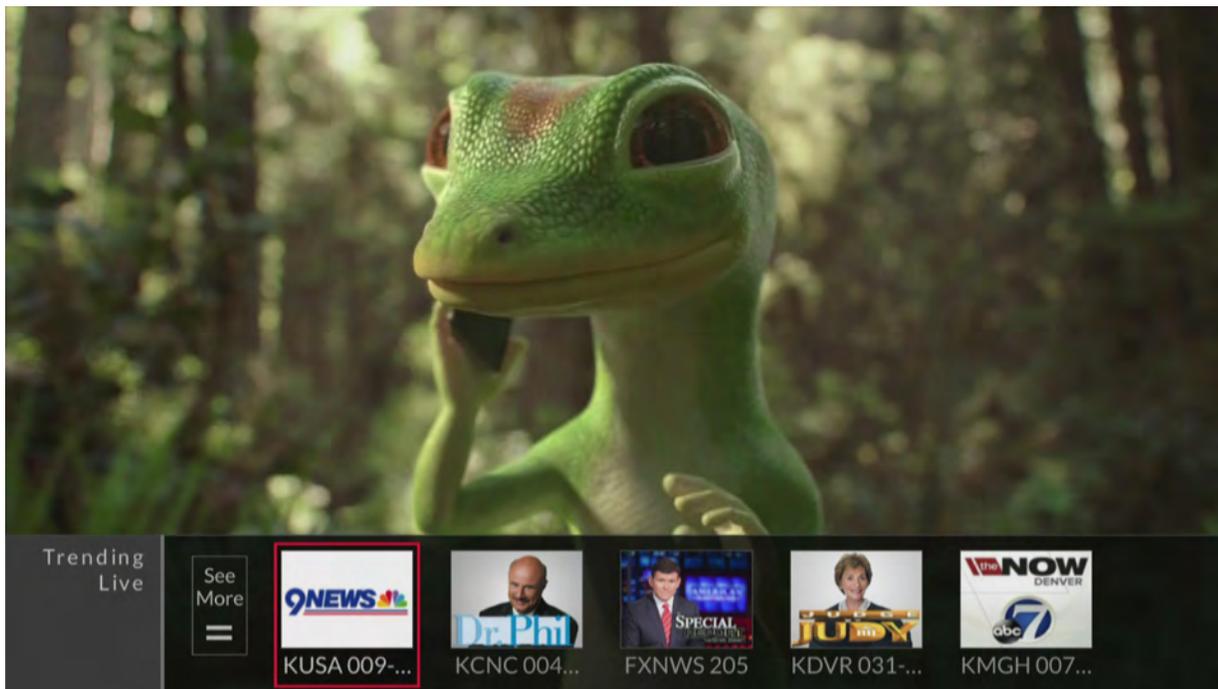
While watching live TV, press the LEFT arrow on the remote, then select a program or **See More**.

Changing Channels

Note: If an external hard drive is connected to your Wally and you're not watching a program live, changing the channel displays a popup notifying you that you'll be in live mode if you agree to the channel change.

Arrow Buttons

- While watching live TV, press the CH▲ or CH▼ button on the remote.
- You can also change channels the same way using the UP and DOWN arrow buttons on the front of your Wally.

Number Buttons

- Enter a valid channel number using the number buttons on the remote.

Channel Lists and Favorites Lists

Channel Lists

By default, a channel list controls what you see in the Guide and Mini Guide until a favorites list is applied. You can view and change the channel list by pressing GUIDE on the remote, then OPTIONS. Below are the available channel lists:

- **All Channels** – Displays all channels, including channels that are not in your DISH package.
- **All Subscribed** – Displays only the channels that are in your DISH package.
- **All Unsubscribed** – Displays only the channels that are not in your DISH package. To subscribe to one of these channels, call 1-800-333-DISH (3474).

Favorites Lists
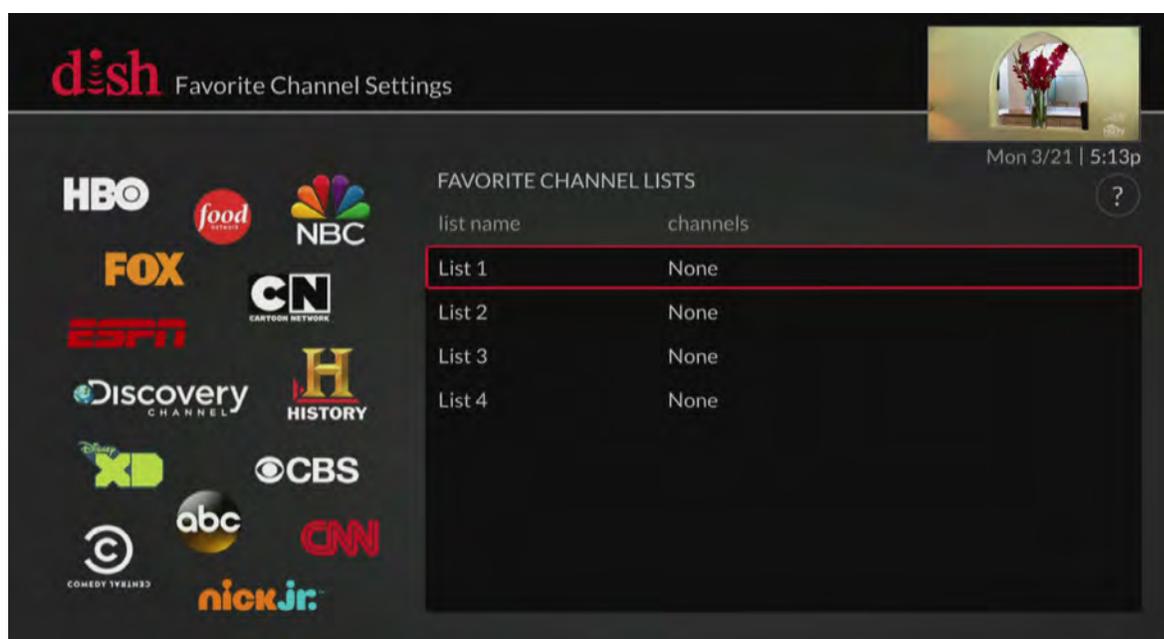
Favorites lists are custom lists of your favorite channels that can display in the Guide and Mini Guide so that you can see only the channels you're interested in. You can edit up to four favorites lists, adding and removing channels as you wish.

- When using a favorites list, the Guide and Mini Guide display only the channels in that favorites list. Also, when you use the UP or DOWN ARROW to change channels, the Wally skips channels that aren't on the list. Unlisted channels that are included in your current DISH package are still accessible by entering the channel number directly using the number buttons on the remote.
- You can name each of your favorites lists. By default, the four lists are named List 1, List 2, List 3, and List 4. These lists are empty until you edit them.

Editing a Favorites List

1. Double-press ⌂ on the remote to display the Menu screen.

2. Select **Settings**, then **Favorite Channels**.

3. On the Favorite Channel Settings screen that displays, select the list that you want to edit. On the popup that displays, select **Edit Channels**.

4. Edit your favorites list as follows:
   - **Add Channels** – In the NOT IN LIST column, navigate up and down and select the channels that you want to add to your favorites list. You may also enter a channel number to jump to it faster.
   - **Remove Channels** – In the IN LIST column, navigate up and down and select the channels that you want to remove from your favorites list. If you want to remove all channels from the list, select **Remove All**.

5. When finished, press and hold BACK on the remote to return to your program.

Renaming a Favorites List

1. Double-press ⌂ on the remote to display the Menu screen.

2. Select **Settings**, then **Favorite Channels**.

3. On the Favorite Channel Settings screen that displays, select the list that you want to edit. On the popup that displays, select **Edit Name**.

4. Using the on-screen keyboard, enter the new name of your favorites list (up to eight characters long).

5. When finished, select **Save**.

Favoriting Live TV Channels

1. When watching live TV, press OPTIONS on the remote.

2. On the TV Viewing Options popup that displays, select the **Favorite** tile.

3. On the popup that displays, select the list(s) that you want to add this channel to.

4. When finished, select **Save**.

Applying a Favorites List

1. Press GUIDE on the remote to display the Guide.

2. Press GUIDE again to display the Guide Options • Favorite Channels popup.

3. Select the favorites list that you want to apply.

Note: If you want to edit a favorites list, select **Favorite Settings**.

TV Viewing Options

While watching a program, you can access TV viewing options quickly by pressing OPTIONS on the remote to display the TV Viewing Options popup, shown below.

Tips

- When you're watching a program or have one selected on the Guide, you can get more information about the program by pressing INFO on the remote.
- Press and hold BACK on the remote to exit almost any menu screen and return to watching your program.

Questions

- **How can I customize my program guide?**
    - Set up a favorites list. See *Favorites Lists* for more information.
    - While viewing the guide, press OPTIONS on the remote and select a different channel list. See *Channel Lists* for more information.
    - Change the order in which the channels display by following the *Editing a Favorites List* procedure.
- **Why does my program guide show only two days of programming?**
    - You don't have an external hard drive connected to your Wally. See *DVR Functionality with Your Wally*.
    - Your Wally may not be obtaining a signal from the necessary orbital locations. See the *Favoriting Live TV Channels* chapter to see if you're receiving a proper signal.
- **Why are channels missing from my program guide?**
    - Parental controls may be set to lock or hide the channels. See the *Parental Controls* chapter for more information.
    - Your program guide may be displaying channels that aren't in your DISH package. Press GUIDE on the remote to display the program guide. Then press OPTIONS and select **All Subscribed** or **All Channels**.
    - Your program guide may be displaying channels in a favorites list. Press GUIDE on the remote to display the Guide and display the default favorites list. Press GUIDE again to highlight the next available list. You can also choose to edit your own favorites list. See *Favorites Lists* for more information.
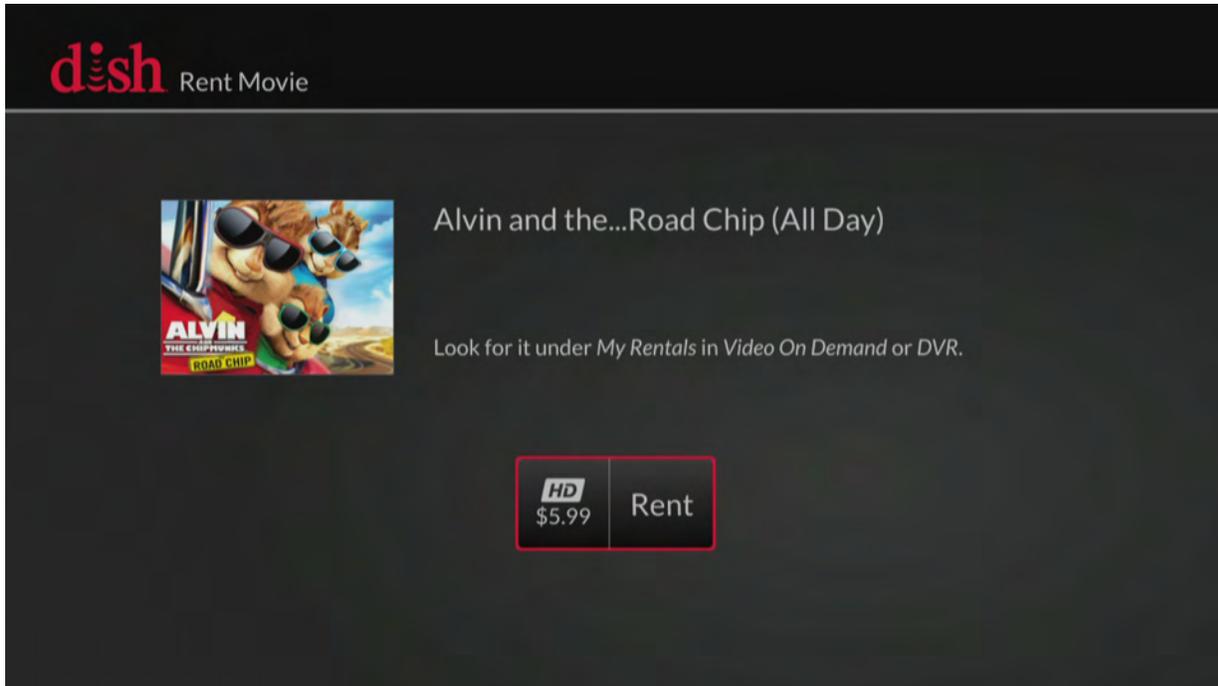
Watching Pay-Per-View Programs

Chapter 5

Click a topic to jump to it:

- **DISH Pay-Per-View**

- **Ordering Considerations**

- **Ordering Pay-Per-View**

- **Recording Pay-Per-View**

- **Tips**

- **Questions**

DISH Pay-Per-View

DISH Pay-Per-View allows you to instantly watch movies and other exciting events on your Wally for a rental fee. Even if you don't have a connected external hard drive, you can use your remote control's playback buttons to control your viewing experience, just as you would when pausing or reversing a DVR program.

To order pay-per-view using your remote, your Wally must be connected to broadband Internet service. If it's not, you can order a pay-per-view program by logging in to your DISH account at *mydish.com/myaccount* and selecting **Order Pay-Per-View**.

Visit *mydish.com/ppv* for more information on DISH Pay-Per-View.

Ordering Considerations

Keep these important considerations in mind before ordering a pay-per-view program:

- Once you confirm an order for a pay-per-view program, you cannot cancel the order; you'll be billed for it.

- You cannot record certain pay-per-view programs.

- An All Day DISH Ticket for a program is available for up to 24 hours and runs from the first showtime (5 a.m. ET) to the same time the following day (5 a.m. ET). If you record a program from All Day DISH Ticket, you can watch the rental for up to 24 hours from the first viewing.

- Replays of some pay-per-view programs or events are separate, and you may be be billed for each viewing.

- You can use parental locks to restrict your family from watching pay-per-view programs. See the *Parental Controls* chapter for more information.

- You can review what you've rented during the past 30–60 days by viewing the Recent Purchases screen. Double-press 🏠 on the remote, select **My Account**, then **Recent Purchases**. The program titles that you've ordered will appear on your next DISH bill.

Ordering Pay-Per-View
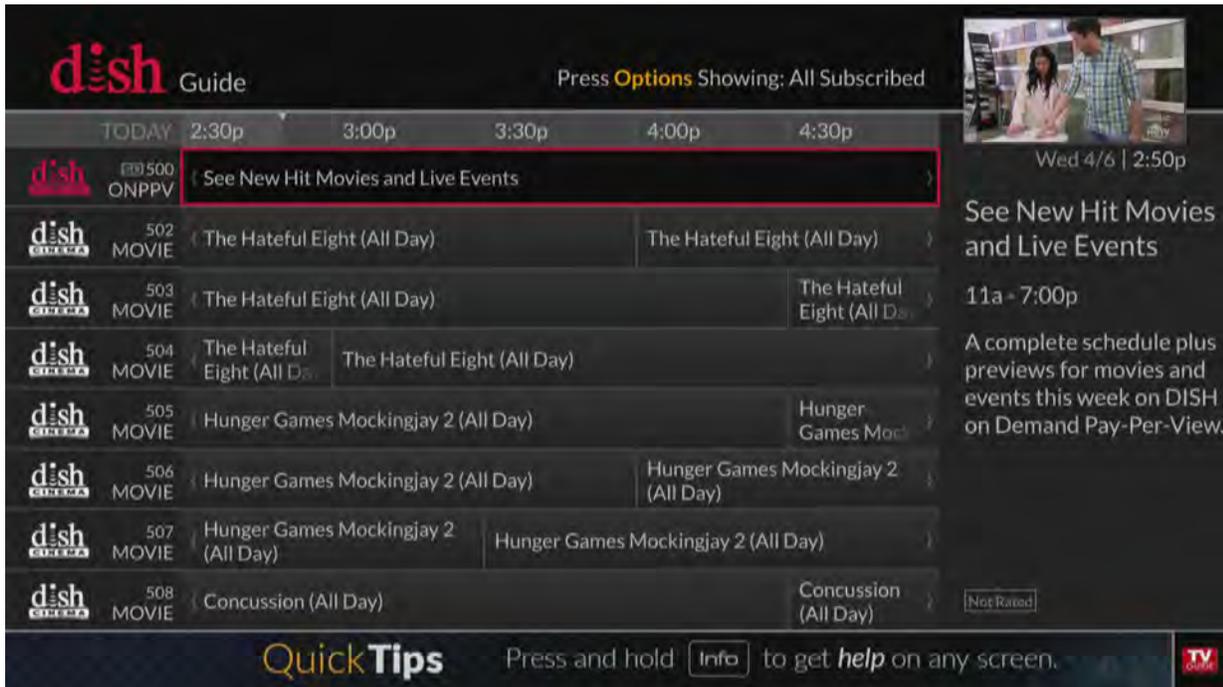
1. Press GUIDE on the remote to display the Guide.
2. Using your remote, navigate to a category of pay-per-view programs:
   - **Movies** begin on channel 502.
   - **Sports** begin on channel 455.
   - **Adult programs** begin on channel 481.
3. Select the program that you want to watch.
4. On the program screen that displays, select **Rent**.
5. On the popup that displays, press SELECT to begin watching the pay-per-view program. You may stop watching the program and return to live TV at any time.

Recording Pay-Per-View

If you have an external hard drive connected to your Wally, you can record pay-per-view programs.

To record a pay-per-view program from the point where you're watching:
- Press SELECT on the remote to display an options bar at the bottom of the screen, then select the **Record This** icon.

or
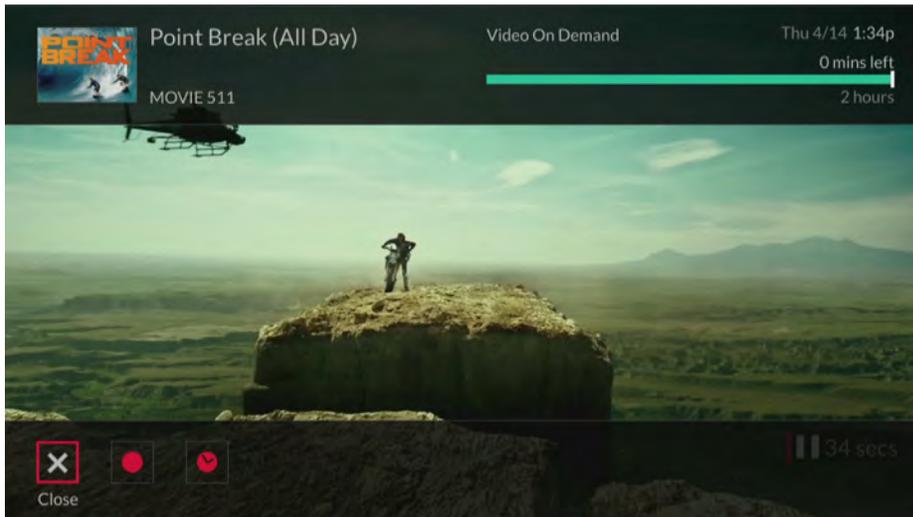
- Press INFO on the remote to display the program info screen, then select **Record This**.

To record a pay-per-view program from the point where you started watching:
- Rewind the program as far as you can go, press SELECT, and select the **Record This** icon.

  or
- Rewind the program as far as you can go, press INFO, and select **Record This**.

To stop recording a pay-per-view program:
- Press SELECT on the remote, select the **Stop Recording** icon, then select **Yes** on the popup that displays.
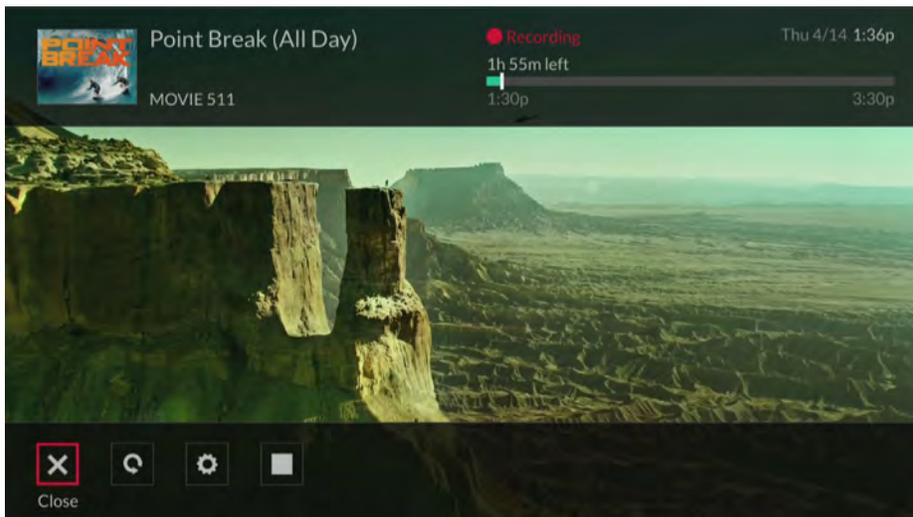
or

- Press INFO and select **Stop Recording**. On the popup that displays, select the **Stop** icon to stop recording.

Tips

- Keep your Wally connected to broadband Internet so you can easily order pay-per-view programming with your remote control.

- You can connect an external hard drive to the USB port on the back of your Wally to record pay-per-view programs. See the *Recording and Watching DVR Programs* chapter for more information.

Questions

- **Why doesn't my program guide show any pay-per-view channels?**
  - Your program guide may be displaying channels that aren't in your DISH package. Press GUIDE, then OPTIONS, and select **All Subscribed**.
  - Parental controls may be set to lock and hide pay-per-view channels. See the *Parental Controls* chapter for more information.

- **Why are some pay-per-view programs blacked out?**
  Sporting events and other programs are sometimes blacked out because of local broadcast restrictions. Note that the provider of such programming determines these restrictions—not DISH.

- **Why did my all-day pay-per-view program shut off while I was watching it?**
  The all-day events run from 5 a.m. ET to 5 a.m. ET the next day. You should ensure that you can finish watching an event that you've ordered by this time.

# Recording and Watching DVR Programs

Chapter 6

Click a topic to jump to it:

- **DVR Functionality with Your Wally**

- **Setting Up an External Hard Drive (EHD)**

- **Recording a Program**

- **Event Timers**

- **DVR Schedule**

- **Playing a Recording**

- **Managing Recordings**

- **Using DISH Anywhere**

- **Tips**

- **Questions**

DVR Functionality with Your Wally

A digital video recorder (DVR) lets you watch TV the way that you want, when you want. DVR functionality makes it easy to pause, rewind, or skip through a program. You can also move forward and backward in slow motion so that you don't miss any of the action.
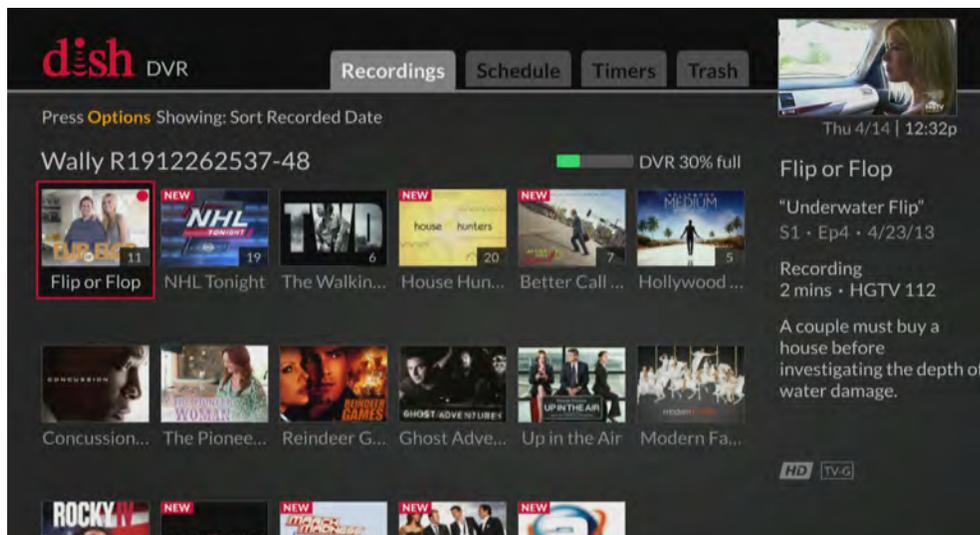
The Wally allows you to record one program at a time, only when a dedicated external hard drive (EHD) is connected to a USB port on the back of your Wally. The EHD must:

- Have a capacity between 500 GB and 2 TB

- Use a USB 2.0 or 3.0 data connection

- Be dedicated for use only with your Wally. The EHD cannot be used for any other purposes, such as the backup and storage of computer files.

- Be the only EHD connected to the Wally. Do not connect two EHDs to your Wally at the same time.

- Using an EHD with an external power supply is recommended. Portable or pocket hard drives powered only by a single USB cable may not work properly with your Wally.

Note: Programs or events recorded in high definition require as much as six times more storage space than programs recorded in standard definition.

Setting Up an External Hard Drive (EHD)

Note: Programs or events recorded in high definition require as much as six times more storage space than programs recorded in standard definition.

1   Purchase an external hard drive (EHD) that meets the requirements listed above.

2   Call the DISH Customer Service Center at 1-800-333-DISH (3474) to activate the DVR functionality for your Wally. You may incur additional monthly charges on your DISH bill.

3   Connect your EHD to one of the Wally's two USB ports on the back of your Wally, making sure to follow any instructions that came with the EHD.

4   Follow the on-screen prompts to reformat your EHD, erasing all content that's currently on it. Reformatting is necessary so that the Wally can store its recordings in a compatible format on the EHD.

5   Wait until the reformatting process ends.

   WARNING: Do not disconnect your EHD, as doing so can cause irreparable damage to it that DISH is not liable for.

   When the process ends, the Wally reboots. You can now record programs and use playback controls on live TV.

![Wally]

Recording a Program

The Wally can record one program at a time. This means that if you're currently recording a program and want to watch live TV, you have to watch the program that's currently being recorded—you cannot record on one channel while watching another. Alternatively, you can watch a DVR or Netflix program while a program is being recorded. See _Resolving Recording Conflicts_ for more information.

Note that when you record a program, an event timer is automatically created for that program. See _Event Timers_ for more information.

Recording Live TV

To record a live program from the point where you're watching:

- Press SELECT on the remote to display an options bar at the bottom of the screen, then select a recording option. You can press SELECT again to change recording options.

or

- Press INFO on the remote to display the program info screen, then select a recording option. You can press SELECT again to change recording options.

To record a live program from the point where you started watching:

- Rewind the program as far as you can go, press SELECT, and select a recording option. You can press SELECT again to change recording options.

- Rewind the program as far as you can go, press INFO, and select a recording option. You can press SELECT again to change recording options.

To stop recording a program:

- Press SELECT on the remote to display an options bar at the bottom of the screen, select the **Stop Recording** icon, then select **Yes** on the popup that displays.
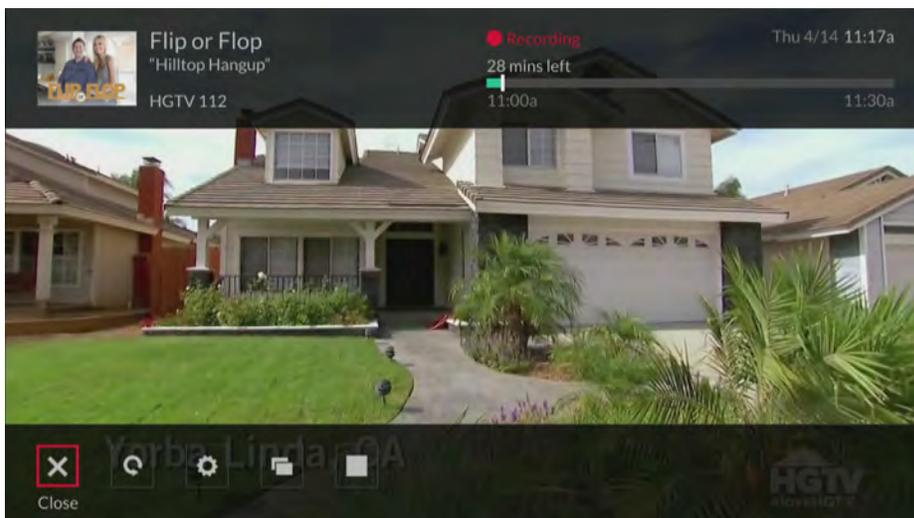
or

- Press INFO and select **Stop Recording**. On the popup that displays, select the **Stop** icon to stop recording.

Recording a Future Program

When you record a program, you create an event timer.

- Press GUIDE on the remote, select a program that hasn't aired yet, and choose a desired recording option. You can press SELECT again to change recording options.

or
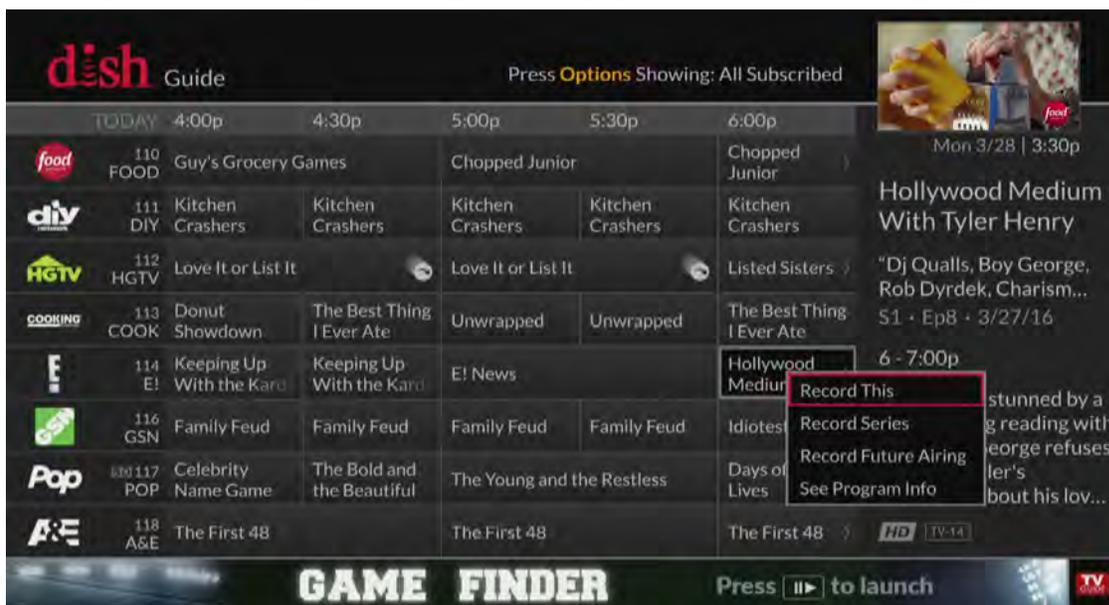
- Press 🔍, search for a program, and select a search result. On the information screen that displays for that program, choose a desired recording option. You can press SELECT again to change recording options.

Resolving Recording Conflicts

Recording conflicts happen when you attempt to record a program that overlaps with another recording, either live or scheduled. Recording conflicts happen in the following ways:

- **On the Program Guide** – When a conflict occurs, the Recording Conflict popup displays and allows you to not record the program or to resolve the conflict by canceling the conflicting program.
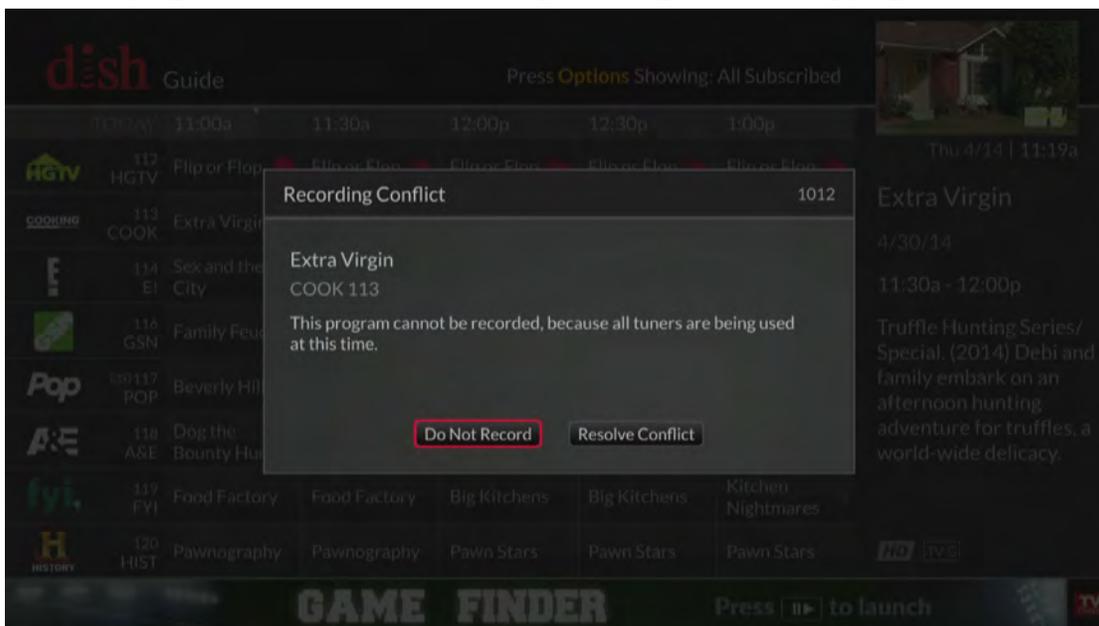
- **When Changing the Channel** – If you're recording a program and attempt to change the channel, the TV Activity screen displays to show you what's being recorded.
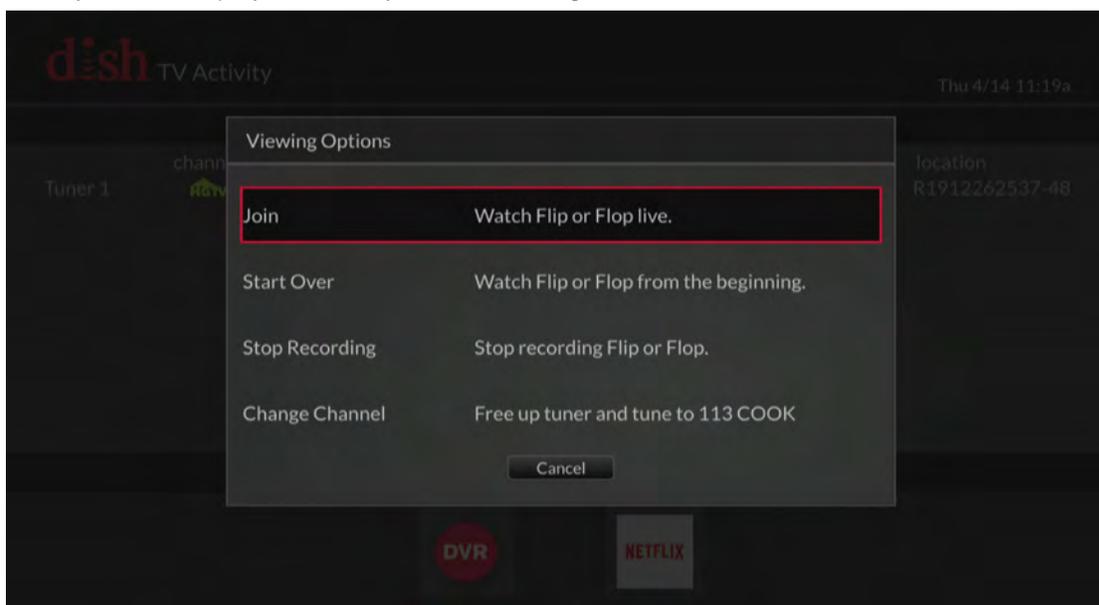
From this screen, you can decide to watch the same program being recorded (live or from the beginning), stop it from recording, or change the channel. If you don't want to stop the recording, you have the option to watch a DVR or pay-per-view program.

Note: You can display the TV Activity screen while watching a program by pressing OPTIONS on the remote and selecting **TV Activity**.

Event Timers

When you record a program, an event timer is automatically created for that program and added to the DVR list of scheduled recordings. Sometimes you may need to edit an event timer to change the start and end times or the frequency of recordings.
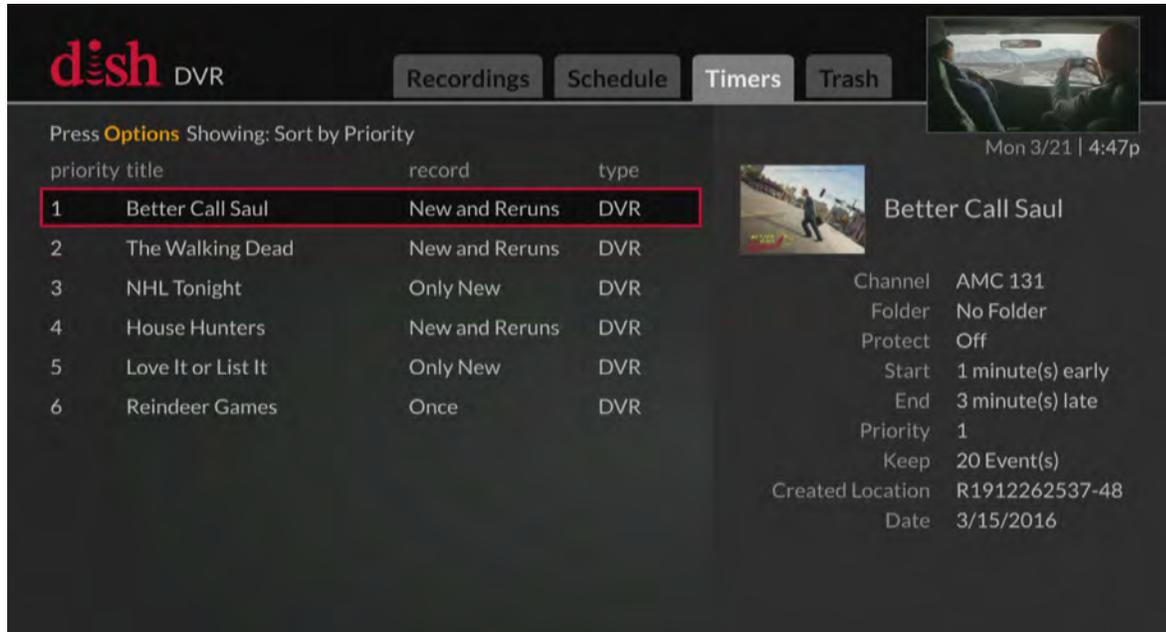
There are two types of event timers:

- **DVR** – Records a program automatically. This is the default option for every event timer when you set a program to record.
- **Auto Tune** – Changes the channel to the program to remind you that it's starting, but does not record the program.

Editing an Event Timer

1   Press the DVR button on the remote.

2   On the DVR screen that displays, select the **Timers** tab.

3   Select a program whose timer you want to edit. On the popup that displays, select **Edit Timer**.

4   On the Edit Timer screen that displays, select a setting and choose a desired option. Any changes are automatically saved.

   Note: If you need more information about a setting, click the ❓ icon to the right of it.

DVR Schedule

The Schedule tab of the DVR screen is helpful for viewing all programs that are set to record.
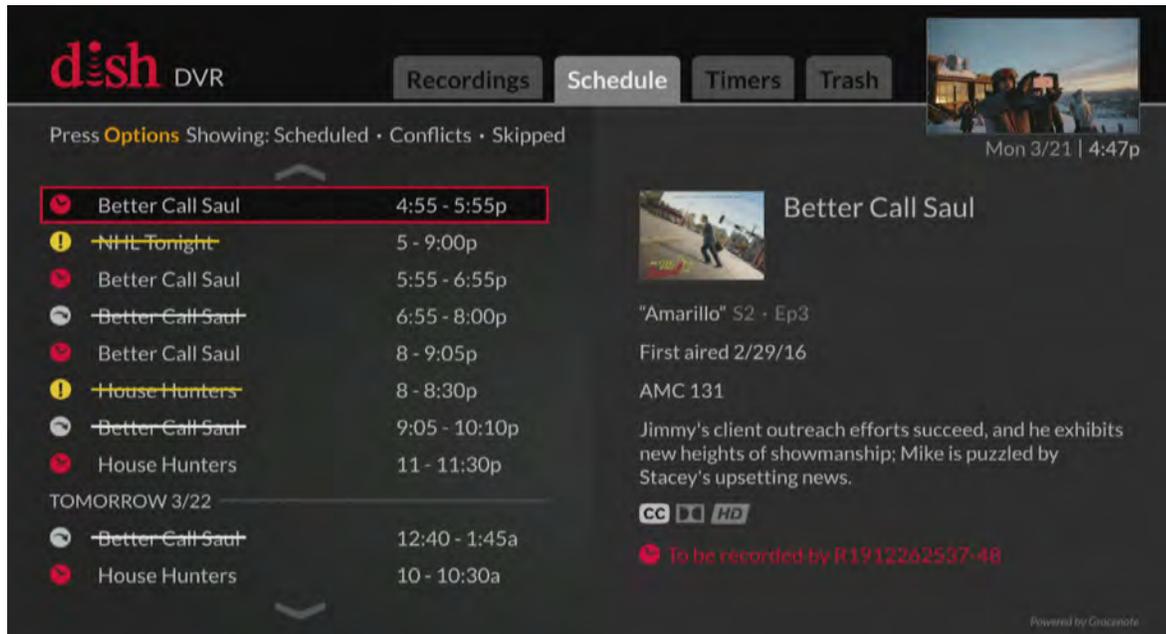
Press the DVR button on the remote and select the **Schedule** tab to view it. Selecting a program gives you the option to skip recording or edit the timer.

Playing a Recording

1 Press the DVR button on the remote.
2 On the DVR screen that displays, highlight a program, series, or custom folder and choose one of the following options:
   • If you want to watch the program or the newest recording in a folder of programs, press PAUSE/PLAY on the remote.
   • If you want to watch a specific episode or see more options, press SELECT to view the information screen for the program. Then highlight an episode and press PLAY on the remote or select an episode to see more options.

DVR Playback Controls

Function(s)	Button	How To Use
Pause / Play		• Press PAUSE/PLAY to pause playback. Press PAUSE/PLAY again to resume watching your program. • For a live TV program, the on-screen pause timer shows how long you've paused the program, indicating how far behind you are in the live program. You can pause a live program for as long as an hour before playback resumes. If you think you might be away from the TV for more than an hour, but don't want to miss any of the program, consider recording the program. • **WARNING**: On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user's guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and any associated TV warranty coverage.
Rewind		• **15x**: Press and hold SKIP BACK/REWIND until the program starts reversing at four times normal speed. • **60x**: Press and hold SKIP BACK/REWIND until the program starts reversing. Press SKIP BACK/REWIND one more time to rewind at 60 times normal speed. • **300x**: Press and hold SKIP BACK/REWIND until the program starts reversing. Press SKIP BACK/REWIND two more times to rewind at 300 times normal speed. • The on-screen bar shows how far you've rewound the program. For a live program, you can rewind back only to the last channel change or back one hour—whichever occurs first.
Fast-Forward		• **15x**: Press and hold SKIP FORWARD/FAST FORWARD until the program starts fast-forwarding at four times normal speed. • **60x**: Press and hold SKIP FORWARD/FAST FORWARD until the program starts fast-forwarding. Press SKIP FORWARD/FAST FORWARD one more time to fast-forward at 60 times normal speed. • **300x**: Press and hold SKIP FORWARD/FAST FORWARD until the program starts fast-forwarding. Press SKIP FORWARD/FAST FORWARD two more times to fast-forward at 300 times normal speed. • The on-screen bar shows how far you've fast-forwarded the program. As expected, you can't go forward beyond what's shown on live TV.
Skip Back		• Press SKIP BACK to jump back 10 seconds in a program. Press this button repeatedly to continue jumping back 10 seconds at a time.
Skip Forward		• Press SKIP FORWARD to jump forward 30 seconds in the program. Press this button repeatedly to continue jumping ahead 30 seconds at a time.

Function(s)	Button	How To Use
Slow Motion	⏸▶ then ↩ or ↪	**Slow-Motion Rewind** • Press PAUSE/PLAY and then press SKIP BACK to rewind the program in slow motion. • Press PAUSE/PLAY to exit. **Slow-Motion Forward** • Press PAUSE/PLAY and then press SKIP FORWARD to advance the program in slow motion. • Press PAUSE/PLAY to exit.

Managing Recordings

Grouping and Sorting Recordings

1 Press the DVR button on the remote.

2 On the DVR screen that displays, press OPTIONS.

3 On the DVR Recording Options popup that displays, select **RECORDED DATE / Sort**.

4 Select one of the following options:

- **A-Z** – Sort your recordings alphabetically.

- **Recorded Date** – Sort your recordings according to the most recent date when they were recorded.

Deleting a Recording

1 Press the DVR button on the remote.

2 On the DVR screen that displays, select the recording that you want to delete.

3 On the information screen for that program, select **Delete**.

Restoring a Deleted Recording

If you accidentally delete a recording, you can restore it to your DVR within 48 hours by following this procedure:

1 Press the DVR button on the remote.

2 On the DVR screen that displays, select the **Trash** tab.

3 Select the deleted recording that you want to restore. On the popup that displays, select **Restore**. The recording will be moved to the Recordings tab of the DVR screen.

Note: You may not be able to restore deleted recordings if your external hard drive is full.

Using DISH Anywhere

At no additional cost, DISH Anywhere lets manage your Wally from the convenience of a broadband-connected computer, tablet, or smartphone.
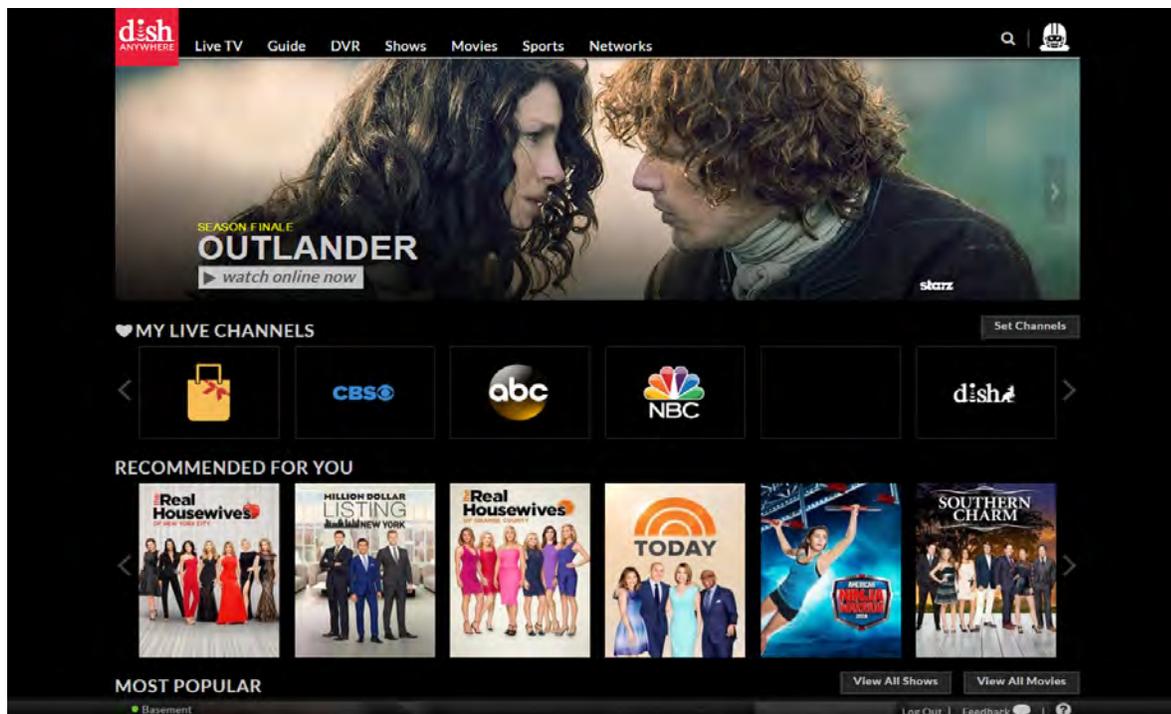
By logging in to *dishanywhere.com*, you can:

- View your program guide and channel lists, including any OTA channels
- Create, edit, and delete your auto-tune timers
- Use your smartphone or tablet as a virtual remote that controls your Wally
- Create, edit, and delete your DVR timers and programs (only with a connected external hard drive)

All you need is a working broadband Internet connection to your Wally and the DISH Anywhere app on your computer, tablet, or smartphone. Visit *dishanywhere.com* to get started.

Tips

- If you're reversing or fast-forwarding a program at any speed, you can press PAUSE/PLAY to resume normal playback.
- Press and hold BACK on the remote to catch up with the program live, if applicable.

Questions

- **How can I fast-forward through commercials?**
  If you're watching a pre-recorded program, or have delayed a live program, press SKIP FORWARD/FAST FORWARD on the remote. See *DVR Playback Controls*.

Apps

Chapter 7

Click a topic to jump to it:

- **Using Apps on Your Wally**

- **Tips**

Using Apps on Your Wally

The Wally was specifically designed to feature a variety of high-bandwidth apps that bring the best of the web to your TV. Apps appear in the categories of movies, sports, music, weather, social media, games, and more. DISH continually updates its apps.

Note: Apps relating to specific events like March Madness or the World Cup appear only around the time of those events.

You can access apps in the following ways:

• **Apps Bar** – Press APPS on the remote to display the Apps bar. Use the left and right arrow buttons to scroll the list of apps, then select the app that you want to launch.
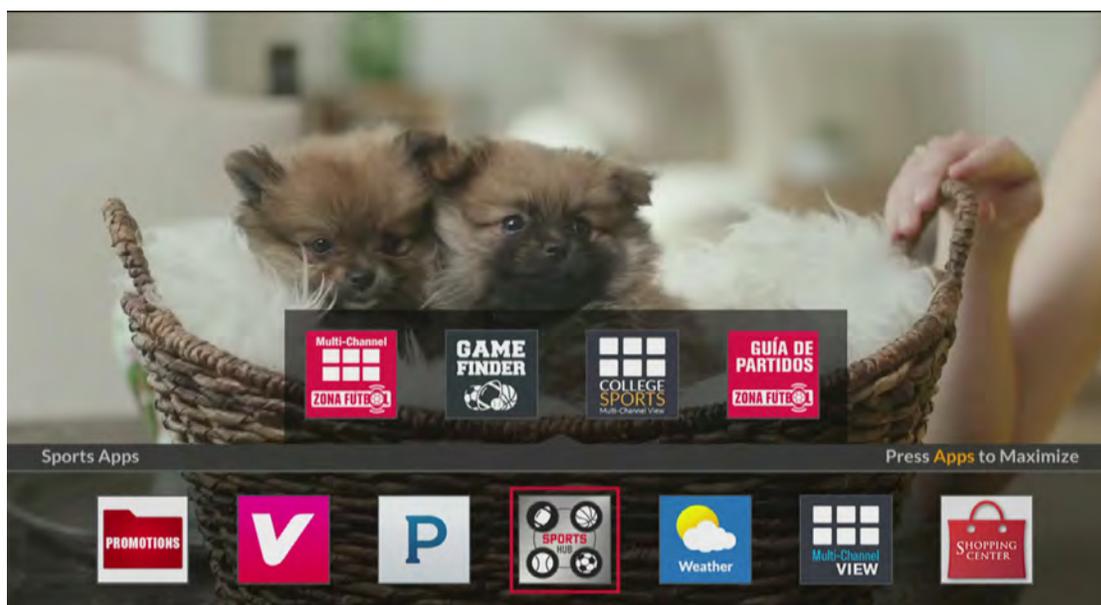
• **Apps Screen** – Double-press ⌂ on the remote to display the Menu screen and select **Apps**. Then select an app to launch it. Alternately, you can press APPS on the remote when the Apps bar is on-screen.
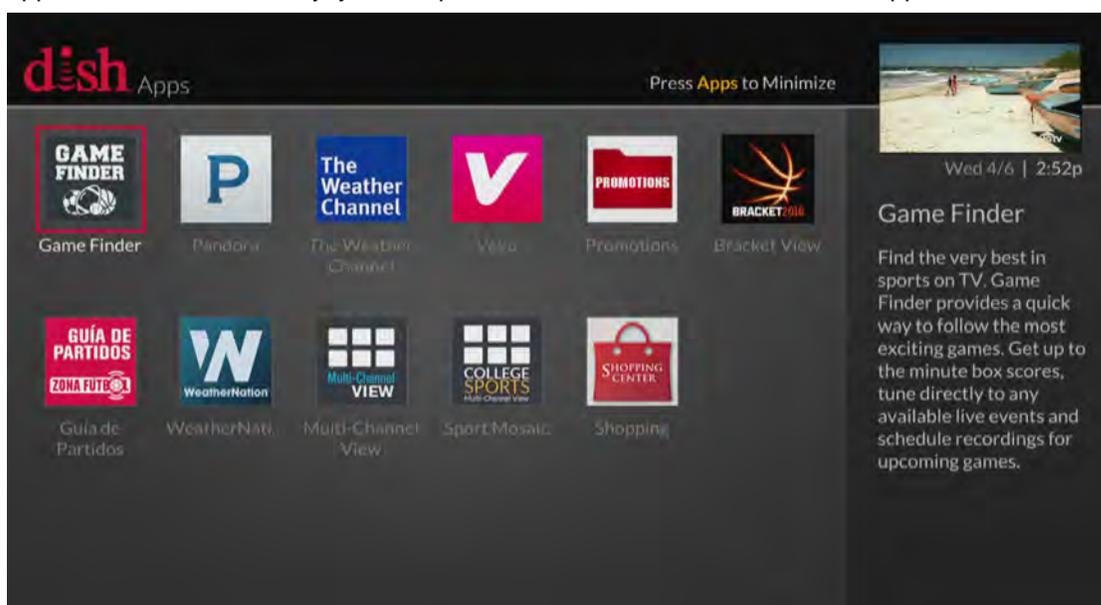
Note: You can also access the Netflix and The Weather Channel apps by selecting them from the Menu screen.

Tips

- Whenever you want to exit an app and return to watching your program, press and hold BACK on the remote for a few seconds.

- In addition to the on-screen app, you can also access DISH customer support on the DISH website. Visit *mydish.com/myaccount* and log in for more information.

Parental Controls

Chapter 8

Click a topic to jump to it:

- **Parental Locks and Ratings Restrictions**

- **Creating or Changing the Parental Passcode**

- **Changing Parental Controls**

- **Ratings Systems**

- **Tips**

- **Questions**

Parental Locks and Ratings Restrictions

Parental locks and ratings restrictions are powerful tools that allow parents to restrict what their kids can watch.
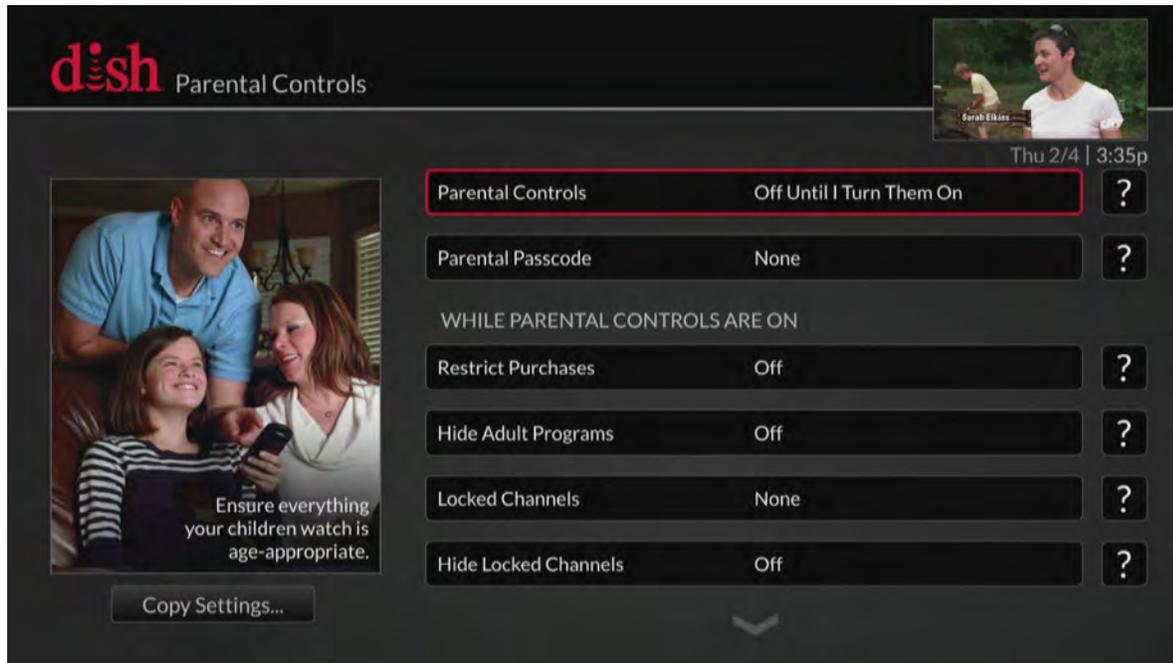
Below are the available parental controls:

- **Ratings Restrictions** – For locking programs based on their ratings. See *Ratings Systems* for more information.
- **Channel Locks** – For locking channels, regardless of content
- **Hide Adult Programs** – For hiding adult channels from the Guide and Mini Guide
- **Hide Locked Channels** – For hiding locked channels from the Guide and Mini Guide

Parental Control Rules

After you enable a parental control:

- If you try to access a locked channel, restricted program, or the Parental Controls screen, you'll be prompted to enter the passcode.
- You get three tries to enter the correct passcode. If you fail to do so, you cannot try again for five minutes.
- If you enter the correct passcode, you can access the locked channel, restricted program, or the Parental Controls screen to make changes to any locks and restrictions.
- If you exit a locked or restricted item or the Parental Controls screen, you must enter the passcode again to access the item or screen.

Creating or Changing the Parental Passcode

You must set up a passcode before using your Wally's parental controls.

1   Double-press 🏠 on the remote to display the Menu screen.

2   Select **Settings**, then **Parental Controls**. If you've already created a passcode, enter it now.

3   On the Parental Controls screen that displays, select the **Parental Controls** field, then select **On** or a temporary **Off** option in the popup that displays.

4   Select the **Parental Passcode** field.

5   On the Create Parental Passcode popup that displays, enter a four-digit passcode using the number buttons on the remote. An on-screen circle character (•) masks each digit that you enter.

6   On the popup that displays, re-enter the passcode. Your passcode is automatically saved.

7   Memorize your new passcode or note it in a place where no one else is likely to find it. From now on, you'll enter this passcode to lock or unlock your Wally. If you ever forget the passcode, you must call DISH Customer Service at 1-800-333-DISH (3474) to change it.

Changing Parental Controls

1   Double-press 🏠 on the remote to display the Menu screen.

2   Select **Settings**, then **Parental Controls**. If you've already created a passcode, enter it now.

3   On the Parental Controls screen that displays, select the **Parental Controls** field, then select **On** or a temporary **Off** option in the popup that displays.

4   Scroll down, select a setting, and choose a desired option.
     Note: If you need more information about a setting, click the ❓ icon to the right of it.

5   If you haven't set a parental passcode, do so now by following the *Tips* procedure above.

6   Select **Save**.

Ratings Systems

Movie Ratings

The Motion Picture Association of America (MPAA) assigns ratings to motion pictures as follows:

G
General Audiences

A G-rated motion picture contains nothing in theme, language, nudity, sex, violence, etc. which would, in the view of the MPAA, be offensive to parents whose younger children view the film.

The G rating is not a "certificate of approval," nor does it signify a children's film. Some snippets of language may go beyond polite conversation, but they are common everyday expressions. No stronger words are present in G-rated films, and violence is at a minimum. Nudity and sex scenes are not present, nor is drug use depicted.

PG
Parental Guidance Suggested. Some Material May Not Be Suitable for Children.

A PG-rated motion picture clearly needs to be examined or inquired into by parents before they let their children under 10 attend. The label PG plainly states that parents may consider some material unsuitable for their children under 10, but the parent must make the decision. Parents are warned against sending their children, unseen and without inquiry, to PG-rated movies.

The theme of a PG-rated film may itself call for parental guidance. There may be some profanity, violence, or brief nudity in these films. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use depicted in a PG-rated film.

Although a child could find the PG-rated film sad and scary, a PG rating should not unsettle a child age 10 or older.

PG-13
Parents Strongly Cautioned. Some Material May Be Inappropriate for Children Under 13.

A PG-13-rated motion picture issues a sterner warning to parents to determine the attendance of their younger children, as they might consider some material not suited for them. By the rating, parents are alerted to be very careful about the attendance of their under-teenage children.

A PG-13 film is one which, in the view of the MPAA, leaps beyond the boundaries of the PG rating in theme, violence, nudity, sensuality, language, or other content, but does not quite fit within the restricted R category. Any drug use depicted will initially require at least a PG-13 rating. In effect, the PG-13 cautions parents with more stringency than usual to give special attention to this film before they allow their 12-year-olds and younger to attend.

If nudity is sexually oriented, the film will generally not be found in the PG-13 category. If violence is too rough or persistent, the film is assigned the R (restricted) rating. A film's single use of one of the harsher sexually derived words, though only as an expletive, shall initially require the MPAA to issue at least a PG-13 rating for that film. More than one such expletive must lead the MPAA to issue an R rating for a film.

R	**Restricted**	An R-rated motion picture contains some adult material. Parents are strongly urged to find out more about this film before they allow their children under 17 to accompany them. An R-rated film may include hard language, tough violence, nudity within sensual scenes, drug abuse or other elements, or some combination therein. Parents are counseled to take this rating very seriously. Parents must find out more about an R-rated movie before they allow their teenagers to view it.
NC-17	**No One 17 and Under Admitted.**	An NC-17-rated motion picture is one that, in the view of the MPAA, most parents would consider patently too adult for their children 17 and under. No children will be admitted. NC-17 does not mean "obscene" or "pornographic" in the common or legal meaning of those words, and should not be construed as a negative judgment in any sense. The rating simply signals that the content is appropriate only for an adult audience. An NC-17 rating can be based on violence, sex, aberrational behavior, drug abuse, or any other element that most parents would consider too strong and therefore off-limits for viewing by their children.
NR	**NR/AO – Not Rated**	Programs created before the MPAA rating system have an NR/AO rating. Also, if your Wally loses its connection with a satellite, movies will carry the NR/AO rating until the connection is restored.

TV Ratings

The TV Parental Guidelines Monitoring Board assigns ratings to all television shows except news and sports programs, as follows. The guidelines contain information about the appropriate audience and appear in the upper-left corner of the TV screen at the beginning of TV shows, and sometimes after commercial breaks.

TV Y	**All Children**	A TV-Y-rated program is designed to be appropriate for all children. Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2–6. A program with this rating is not expected to frighten younger children.
TV Y7	**Directed to Older Children**	A TV-Y7-rated program is designed for ages 7 and above. It may be more appropriate for children who've acquired the developmental skills needed to distinguish between make-believe and reality. Themes and elements in a program with this rating may include mild fantasy violence or comedic violence, or may frighten children under the age of 7. Therefore, parents may want to consider the suitability of this program for their very young children.
TV Y7 FV	**Directed to Older Children (Fantasy Violence)**	A TV-Y7-FV-rated program has fantasy violence that may be more intense or more combative than TV-Y-rated programs.
TV G	**General Audience**	A TV-G-rated program is one that most parents would find suitable for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unsupervised. It contains little or no violence, no strong language, and little or no sexual dialogue or situations.

	Parental Guidance Suggested	A TV-PG-rated program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children to make a proper determination. The theme itself may call for parental guidance, and/or the program may contain one or more of the following: some suggestive dialogue (D), infrequent coarse language (L), some sexual situations (S), and moderate violence (V).
	Parents Strongly Cautioned	A TV-14-rated program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring a program with this rating and are cautioned against letting children under the age of 14 watch it unattended. This program may contain one or more of the following: intensely suggestive dialogue (D), strong coarse language (L), intense sexual situations (S), and intense violence (V).
	Mature Audiences Only	A TV-MA-rated program is specifically designed to be viewed by adults, and therefore may be unsuitable for children under 17. This program may contain one or more of the following: crude indecent language (L), explicit sexual activity (S), and graphic violence (V).

Content Labels of TV Ratings

The TV Ratings may have one or more letters added to the basic rating to let parents know when a show may contain the following objectionable elements:

- **V** – violence
- **L** – coarse or crude language
- **N** – nudity
- **SC** – sexual content or situations
- **D** – suggestive dialogue (usually regarding sexual situations)

Tips

- You can't reset your Wally to default settings to discard or reset a passcode that you've forgotten. Only a DISH Customer Service representative can reset your Wally to bypass a passcode-protected parental control setting.
- You can lock any channel, including pay-per-view channels. Locked channels can be accessed or recorded only after you enter the passcode for your Wally.
- When you restrict a channel by rating, you also lock channels with more restrictive ratings. For example, if you restrict PG-13-rated movies, all other programming with the R, NC-17, and NR/AO ratings are also restricted.

Questions

- **I can't remember my parental passcode. What should I do?**
  Call DISH Customer Service at 1-800-333-DISH (3474).

Customizing Your Wally

Chapter 9

Click a topic to jump to it:

- **Changing the Channel Order**

- **Changing DVR Timer Defaults**

- **Enabling Closed Captioning**

- **Changing Audio Settings**

- **Changing the Alternate Audio Language**

- **Getting Receiver Updates**

- **Resetting to Factory Defaults**

- **Tips**

- **Questions**

Changing the Channel Order

By default, the Guide displays channels in descending order, with the highest channel number listed at the top of the screen. Follow this procedure to change the Guide to display channels in ascending order:

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Guide**.

3 On the Guide Settings screen that displays, select **Channel Order** and choose a desired option. Your change is automatically saved.

4 Press GUIDE to view the Guide with your channels sorted in the order that you selected.

Changing DVR Timer Defaults

If your DVR recordings are cut off, or if some programs don't record at all, follow this procedure to change your default timer settings:

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Timer Defaults**.

3 On the Timer Default Settings screen that displays, select a setting and choose a desired option. Any changes are automatically saved.

   Note: If you need more information about a setting, click the ❓ icon to the right of it.

Enabling Closed Captioning

Your Wally has many options for closed captioning (CC), which allows you to customize the feature to suit your viewing needs. Also, you can display captions when you play back programs recorded on a connected external hard drive, even if you didn't have them enabled at the time when the program was recorded. Note that not all programs contain closed captioning.

Follow this procedure to customize the closed captioning on your Wally:

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Closed Captioning**.

3 On the Closed Captioning screen that displays, select **Closed Captioning** to change the option from **Off** to **On**. Your change is automatically saved.

4 You can now customize your closed captioning by choosing from different options that are now enabled on this screen.

   Note: If you need more information about a setting, click the ❓ icon to the right of it.

Changing Audio Settings

You can change the following audio settings for your Wally:

- **Dolby Digital Passthrough** – If your Wally outputs its audio to an audio device that supports Dolby® Digital playback, you should enable this setting to ensure that Dolby Digital audio (which supports surround sound) can be decoded by your audio receiver. Note that not all programs include Dolby Digital audio. This setting is disabled by default.

- **Volume Leveling** – Volume leveling helps prevent annoying volume fluctuations, such as loud commercials. This setting is enabled by default.

1   Double-press 🏠 on the remote to display the Menu screen.

2   Select **Settings**, then **Audio Outputs**.

3   On the Audio Output screen that displays, select the setting that you want to change.

    Note: If you need more information about a setting, click the ❓ icon to the right of it.

Changing the Alternate Audio Language

Some programs, such as movies, include an alternate audio track that you can listen to as you watch. The availability of alternate audio is indicated at the beginning of the program. Some programs also include descriptive video, which is a feature for the visually impaired that describes what's happening on-screen during a program. An alternate audio language applies only to the audio portion of programs that support it and doesn't change the language used in the menus displayed on your Wally.

Follow this procedure to change the alternate audio language:

1   Double-press 🏠 on the remote to display the Menu screen.

2   Select **Settings**, then **Secondary Audio**.

3   On the Secondary Audio Settings screen that displays, select the language that you want for secondary audio. Your change is automatically saved.

Getting Receiver Updates

Your Wally will power itself off (that is, enter standby mode automatically) after a set period of inactivity. Follow this procedure to change the length of inactivity or disable this feature (not recommended).

Note: Changing this setting does not interfere with any scheduled event timers.

1   Double-press 🏠 on the remote to display the Menu screen.

2   Select **Settings**, then **Standby**.

3   On the Inactivity Standby Settings screen that displays, select **Inactivity Standby Timeout** and choose a desired option. Your change is automatically saved.

Resetting to Factory Defaults

You can reset your Wally's settings to factory defaults to undo any settings you've changed, except for parental controls and remote control addresses.

Note: You can't reset your Wally to default settings to discard or reset a parental passcode that you've forgotten—only a DISH Customer Service representative can do so.

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Diagnostics**.

3 On the Diagnostics screen that displays, select **Tools** from the list on the left.

4 On the right, select **RESET RECEIVER TO FACTORY DEFAULTS**.

5 A warning message displays to confirm that you want to reset your Wally's settings. Select **Yes** to begin the process. Your Wally will reboot before you can resume normal operation.

Tips

- To take full advantage of Dolby Digital surround sound, you need a digital optical audio cable and audio equipment that supports this feature.

Questions

- **Why is my audio in another language?**
  An alternate language may have been selected. See the *Changing the Alternate Audio Language* procedure to change your preferred language.

- **How can I change the channel order in the Guide and Mini Guide?**
  You can switch from ascending order (lowest-numbered to highest) to descending order (highest-numbered to lowest) or back again. See the *Changing the Channel Order* procedure to change the channel order.

Troubleshooting

Chapter 10

Click a topic to jump to it:

- **Quick Fixes for the Most Common Issues**

- **Troubleshooting Tools**

- **Troubleshooting Tables**

Quick Fixes for the Most Common Issues

- Resetting your Wally can resolve minor issues. See *Resetting Your Wally* below.
- Make sure that your TV is tuned to the correct input or channel.
- Carefully clear anything that might be blocking the satellite dish's view of the sky, such as snow or tree branches. To ensure a strong signal, make sure that you don't move the dish at all.
- Make sure that your remote control has fresh batteries. If you see a low-battery warning on your TV screen, it's time to change the batteries.
- Make sure that your Wally is connected to broadband Internet. See the *Connecting to Broadband Internet* procedure for more information.

Troubleshooting Tools

Your Wally includes troubleshooting tools that you can use to resolve many common problems. Your Wally and remote control have troubleshooting tools that a DISH Customer Service representative may ask you to use if you run into issues while using your equipment. Even though these tools are quite helpful, it's recommended that you use them only when directed to on the phone by a DISH Customer Service representative.

Resetting Your Wally

On the front of your Wally, press and hold the POWER button (HOLD FOR RESET) until the receiver resets. The Wally will take a few minutes to reset, then display the "Acquiring Satellite Signal" message, download the program guide, and return to DISH programming.

Checking Your System Status

Follow this procedure to check the status of your Wally, the satellite signal, and your Internet connection:

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Diagnostics**.

3 On the Diagnostics screen that displays, select **Status** from the list on the left.

4 On the right, select **Check Status**.

5 On the popup that displays, select **Yes**.

6 Use the results of the status check to diagnose any issues your Wally may have.

7 If you want to send the status to DISH, select **Send Status**, then:

    a On the Send Status screen that displays, select **Test Connections**.

    b Select **Test Signal**.

    c Select **Send Data**.

    d Write down the confirmation code that displays in the lower-right corner.

Running Check Switch

The Diagnostics screen allows you to test your installation using a Check Switch test, the results of which are often helpful when you call the DISH Customer Service Center.

WARNING: Do not run a Check Switch test unless directed to do so by a DISH Customer Service representative, authorized technician, or one of the troubleshooting steps in this chapter. Running the Check Switch test while your satellite dish is having signal issues can result in incorrect satellite receiver settings and cause you to lose channels.

1 Double-press 🏠 on the remote to display the Menu screen.

2 Select **Settings**, then **Diagnostics**.

3 On the Diagnostics screen that displays, select **Dish** from the list on the left.

4 On the right, select **Test Installation**. A popup displays your Check Switch Status.

5 When finished, you can use the information on the screen to diagnose your satellite signal. The bar at the bottom of the screen indicates the signal strength as follows:

- **Green** – A good signal
- **Yellow** – A marginal signal
- **Red** – A weak, unacceptable signal that may be from the wrong satellite transponder or orbital location

Other Help Resources

- Access information about your Wally by double-pressing 🏠 on the remote and selecting **Help**.
- For support information, visit *mydish.com/support*.
- For more user documentation, visit *mydish.com/manuals*.
- To chat live with a DISH Customer Service representative, visit *mydish.com/chat*.
- To call the DISH Customer Service Center, dial 1-800-333-DISH (3474).

Troubleshooting Tables

Before calling DISH Customer Service, use the troubleshooting tables in this section if you have problems with your Wally. Many problems arise from basic misunderstandings of how your equipment works, especially when you're just becoming familiar with it. To solve a particular problem, follow these steps:

1 Review the section in this user guide that relates to the problem.

2 If you can't find a solution, find the section in the following tables that relates to the problem. All subsections are listed alphabetically.

  • Scan the *What's Happening* or *Message Number(s)* column until you find the problem.

  • Read the information in the *Possible Reason(s)* column.

  • Try each of the suggested solutions in the *What To Do* column.

3 For more information, call the DISH Customer Service Center at 1-800-333-DISH (3474) or visit *mydish.com/support.*

  Note: Before calling DISH, write down any error messages that appear on your TV screen, and have your DISH account number ready.

Message Numbers

Message Number(s)	Possible Reason(s)	What To Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all the cable connections are tight and dry—especially outdoor cables. Call the DISH Customer Service Center at 1-800-333-DISH (3474) for help and, when directed, *Running Check Switch*.
002	Heavy rain, snow, or thick cloud cover may be interfering with the transmission of the satellite signal, or there may be other interference.	• Note the local weather conditions. Carefully remove any snow or other debris that may have collected on the satellite dish, making sure not to move the dish at all. • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether tree branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Diagnostics screen as described in the *Running Check Switch* procedure. • Contact a DISH technician to re-aim the dish and obtain the strongest-possible signal.

Message Number(s)	Possible Reason(s)	What To Do
• 003 • 004	The wrong type or quality of coaxial cable may be used in the system, or the cable length may be too long. There may also be a problem with the multi-dish switch.	• Make sure that the system uses RG-6 coaxial cable; if it doesn't, contact a DISH technician for assistance. • Check the dish-to-receiver cable length. If your system is DISH Pro or newer, it can be as long as 200 feet. If it's an older legacy system, it should not be more than 100 feet. • Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry—especially outdoor cables. If this doesn't work, contact DISH Customer Service at 1-800-333-DISH (3474) for help and, when directed, to perform *Running Check Switch*.
• 005 • 022	• Your Wally may not have received authorization for programming yet. • The satellite dish may have moved so that it's no longer picking up the satellite signal. • The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have just authorized your Wally (added it to your account), wait a few minutes to see if the message disappears. If you haven't authorized your Wally, call DISH Customer Service Center at 1-800-333-DISH (3474). • Make sure that all required cables are in place, and check that all cable connections are tight and dry—especially outdoor cables. • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar on the Diagnostics screen is green and displays "Locked," as described in the *Running Check Switch* procedure. If not, contact a DISH technician to re-aim the satellite dish and obtain the strongest-possible signal.
• 006 • 018 • 078 • 079 • 080	Your Wally may not be connected to an active broadband Internet service.	• You must connect your Wally to a home network with broadband Internet access. See the *Connecting to Broadband Internet* procedure for more information. • Call the DISH Customer Service Center at 1-800-333-DISH (3474) for help checking your credit limit and/or to get authorization to make a purchase.
• 011 • 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching live football games that are played in that stadium.	Your local broadcasters determine which programs are blacked out for specific areas—not DISH.

Message Number(s)	Possible Reason(s)	What To Do
• 013 • 014	You may have tried to tune to a program on a channel that you don't subscribe to.	• Before you can tune to a program, the associated channel must be part of your DISH package. Call DISH Customer Service Center at 1-800-333-DISH (3474) to add the channel to your subscription, or if you believe this message was displayed in error. • If you already subscribe to the channel and you see these messages, first try resetting your Wally by pressing and holding the POWER button on the front panel.
015	• You may have just plugged in your Wally and it's in the process of acquiring the satellite signal. • Your Wally may have temporarily lost the signal.	• Wait a few minutes to see if the message goes away. Make sure that all required cables are in place, and check that all cable connections are tight and dry—especially outdoor cables. • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar on the Diagnostics screen is green and displays "Locked," as described in the *Running Check Switch* procedure. If not, contact your DISH installer to re-aim the satellite dish.
028	Your Wally may need to update its software before you can order pay-per-view programs.	Turn your Wally off to allow it to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug your Wally during this time. When the download is done, you will be able to order pay-per-view programs.
059	You may have tried to close an installation menu without having run the Check Switch test.	If your setup includes a multi-dish switch, you must contact DISH Customer Service at 1-800-333-DISH (3474) for help and guidance during the *Running Check Switch* procedure.
060	The satellite dish may be aimed at one satellite, but a different satellite is selected on the Diagnostics screen.	• Make sure that you have selected the option for the right satellite on the Diagnostics screen, as described in the *Running Check Switch* procedure. • Make sure that the cable(s) for the satellite you've selected is connected to the LNBF that receives signals from that satellite. In the Dish section of the Diagnostics screen, choose a different satellite until the issue is resolved.
061	Your Wally is currently downloading software.	It's very important for your Wally to get the latest software to function properly. The download may take several minutes. Do not disturb or unplug your Wally during this time.

Message Number(s)	Possible Reason(s)	What To Do
074	You get three chances to enter the correct passcode. If you fail to do so, the process times out and won't allow you to try again for five minutes.	Wait five minutes and then try entering the correct passcode again. **Note**: The timeout feature is designed to prevent someone from trying passcode after passcode until they happen to guess the right one and gain unauthorized access to your Wally.

Changing Channels

What's Happening	Possible Reasons	What To Do
The channel number you enter turns to a different channel.	• You may have entered an incorrect channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. • If a channel list or favorites list is applied, your Wally will skip channels that aren't on the active list.	• Carefully re-enter the channel number. • Reset your Wally by pressing and holding the POWER button on the front panel. • Press GUIDE on the remote and apply a different favorites list.
When changing channels using the Guide, Mini Guide, or a channel or favorites list, some of your channels aren't listed.	• If you entered the number for a channel that's not included in your DISH package, your Wally will change to the channel and display a message indicating that it's not part of your subscription. • If a channel list or favorites list is applied, your Wally will skip channels that aren't on the active list. • If you've set up your Wally to hide adult and/or locked channels, these channels aren't displayed in the Guide, Mini Guide, or a channel or favorites list.	• If you want to add a channel to your DISH package, visit *mydish.com/myaccount* or contact the DISH Customer Service Center at 1-800-333-DISH (3474). • Press GUIDE on the remote, then press OPTIONS and select **All Channels**. • Change the **Hide Adult Programs** or **Locked Channels** setting to include these channels in the Guide and other channel lists.

Favorites Lists

What's Happening	Possible Reason	What To Do
A favorites list doesn't show channels that you know you've added to it.	If you've set your Wally to hide or lock adult channels, they won't display in the Guide or other channel lists.	If you don't want these channels excluded from the Guide, Mini Guide, or favorites lists, change the parental controls on your Wally. See the *Parental Controls* chapter for more information.

Guide and Mini Guide

What's Happening	Possible Reason(s)	What To Do
You try to display future programs in the Guide or Mini Guide, but you can't.	The Guide and Mini Guide can display the scheduled programming for up to nine days if an external hard drive is connected and your Wally can receive satellite programming from the either the 119°W or 72.7° orbital location.	Try displaying the Guide again later. By that time, it may show programs for the time and date that you want.
You try to display programs that have ended in the Guide or Mini Guide, but you can't.	The Guide and Mini Guide can display only programs that have not yet ended. These features cannot display a time earlier in the day.	Contact the program providers (i.e., the channel or network affiliate that broadcast the program) for details on past programs.
When you're using the Guide or Mini Guide, some channels are missing.	• You may have applied a channel list other than All Channels. • You may have set up your program guide so that when your Wally is locked, the program guide hides adult channels.	• While using the Guide, you can change the applied channel list by pressing OPTIONS on the remote. • Unlock your Wally for the Guide to display adult channels. See the *Parental Controls* chapter for more information.

Hearing a Program

What's Happening	Possible Reason(s)	What To Do
The Wally's power light is on and there's a good picture on your TV, but you don't hear any sound.	• You may have muted the sound or set the volume so low that you can't hear it. • Audio cables may not be properly connected. • Your audio device can't decode Dolby® Digital or PCM audio.	• Check the volume level on your TV or audio device. Unmute or turn up the volume, as required. • Check the audio connectors and cables from your Wally to your TV or the sound system. • Check your TV speakers or the sound system. • Use the analog RCA connections instead (red and white cables).
You hear a foreign language while watching a program.	You may have set up your Wally to select an alternate audio language. The program may be in a foreign language.	Select a desired alternate audio language by double-pressing 🏠 on the remote and selecting **Settings**, then **Secondary Audio**.

Menus

What's Happening	Possible Reason	What To Do
You were on a menu, and it suddenly closed.	You may not have touched the remote control or front panel buttons for a few minutes.	Your Wally has a timeout function that closes any menu after a few minutes of inactivity. This inaction will discard any changes you've made, but otherwise does no harm. Start over.

Parental Locks

What's Happening	Possible Reason	What To Do
You set a parental lock, but the lock doesn't take effect.	You may not have locked your Wally with a passcode.	You must lock your Wally to apply any lock that you have set. See the *Tips* procedure for more information.
You forgot the passcode, so you're unable to unlock your Wally.	You may not have written down the passcode.	Call the Customer Service Center at 1-800-333-DISH (3474).You must be able to verify your account information with the customer service representative.

Purchasing a Pay-Per-View Program

What's Happening	Possible Reason	What To Do
Someone orders a pay-per-view program without your permission.	You may have been away from your Wally while someone else used it.	Lock the purchase of pay-per-view programs. Remember that you are responsible for all pay-per-view purchases, whether or not you authorize such purchases. If you lock pay-per-view purchases, anyone who wants to order a pay-per-view program must enter the passcode.
You are unable to cancel a pay-per-view program.	You ordered a pay-per-view program, then decided not to watch it.	You cannot cancel an order for a pay-per-view program, whether it was just ordered or ordered earlier. You will be billed regardless.

Recording and Event Timers

What's Happening	Possible Reason(s)	What To Do
You try to create or edit the event timer for a program, but a message says that the program is locked.	You have not entered the passcode for the locked program.	To create or edit an event timer for the program, first enter the passcode.
You try to set up a recording, but a message says that the program is a pay-per-view event.	You have not yet ordered the pay-per-view event.	To record the pay-per-view event, first order it.
You try to set up a recording, but you get an error message with the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To create a new event timer, delete one of the timers that you set up earlier.

What's Happening	Possible Reason(s)	What To Do
You set up a recording for a program that is repeated (such as a regularly scheduled program), but the event timer doesn't operate for a showing of the program.	• You may have set up an event timer with an incorrect frequency. • You may have set up a duplicate event timer. • The event timer may not be current.	Remember that selecting the **Record This** option operates just once. The **Record All** option will record all episodes of that program, and the **Record New** option will record only new episodes that haven't previously aired.
You set up an event timer, but the timer doesn't operate at all.	• You may have multiple event timers set up for the same time, and the timer you set is at a lower priority than others. • You may have selected **Record New** and the event timer you set was for an episode that's not new.	• Check the event timer priorities and timer frequency on the Timers tab of the DVR screen.
You stop the operation of an event timer for one showing of a program that's repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies only to the current showing of the program.	To stop all operations of a repeated event timer, you must delete the timer. **Note**: Your Wally deletes a Once timer when the program is done recording.
You set an event timer that misses the beginning or the end of a program.	The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.	• Change the start and end times for your program. You can adjust the times for individual programs on the Timers tab of the DVR screen. To change the default start and end times for all recordings, see the *Changing DVR Timer Defaults* procedure. • Use a manual event timer to start any event timer at the times you set yourself, except for a pay-per-view event.

Remote Control

What's Happening	Possible Reason(s)	What To Do
You can't find the remote.	(various reasons)	• Press the LOCATE REMOTE button on the front of your Wally. If the remote is within range of your Wally and the batteries aren't dead, the remote will emit a series of tones to help you find it. • If the remote control is permanently lost or too damaged to use, you can order a replacement by visiting *mydish.com*, logging in to your account, and selecting the appropriate option.
When you press a button on the remote, your Wally doesn't do what you expect it to.	• The remote may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. • The remote may be in the wrong mode.	• If the batteries are missing or dead, insert fresh AA batteries. If the remote has fresh batteries, make sure that they're inserted in the correct orientation. • On the left side of the remote, press the mode button for the device that you want to control.
Your remote doesn't work well from far away.	You may be experiencing UHF interference from objects near your Wally.	Place your Wally higher than the other equipment in your entertainment center.
When you press the remote's POWER button to turn your Wally on, the Wally's power light doesn't light up.	• The remote may be in the wrong mode. • Other lights in the room are too bright. • The remote isn't operating properly, or the batteries are weak or dead. • The Wally's power cord isn't plugged in, or there may be a problem with the power at that location.	• On the left side of the remote, press the mode button for the device that you want to control. • Try other remote control buttons to see if your Wally responds. • Replace the remote batteries with fresh ones. • Check that the Wally's power cord isn't damaged, and that the plug is inserted correctly into the outlet.

Watching a Program

What's Happening	Possible Reason(s)	What To Do
The TV Activity screen displays when you turn on your TV.	All tuners are currently in use.	From this screen, you can choose to join the live TV program, play back a DVR recording, watch Netflix, or view a pay-per-view program or event.
The Wally's power light is on, but your TV's image is black, blue, or snowy.	• Your TV may be connected to the wrong input. • Your TV may not be working properly. • If your TV and the Wally are working properly, there may be interference with the satellite signal.	• Verify that your TV is set to the correct input or channel for your setup. • Make sure that your TV is plugged in to a working electrical outlet. • Make sure that your TV is turned on. • Make sure that your TV is connected properly to the Wally. • Make sure that your TV's text mode and closed captioning features are turned off. • Make sure that your TV's brightness and contrast are adjusted correctly.
Your TV's image has pixels (small squares), is freezing, or has intermittent black screens.	Your Wally may be experiencing signal loss due to something blocking your dish's view of the sky, the dish being misaligned, or weather.	• Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Diagnostics screen, as described in the *Running Check Switch* procedure. • Contact a DISH technician to re-aim the dish and obtain the strongest-possible signal. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Carefully remove any snow or other debris that may have collected on the satellite dish, making sure not to move the dish at all.
The Wally's power light is on, and there is a picture on your TV screen, but the picture: • has sparkles or is grainy; • has a herringbone pattern; • lacks color or vertical hold; • wobbles; • looks washed out or fuzzy.	• Make sure that your TV is properly connected to your Wally. • Your TV may not be working properly. There may be interference from other nearby electrical devices, such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs.	• Check other nearby electrical devices as possible sources of interference. • Check that all required coaxial cables are in place. • Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. • Check the length of cable between your dish and the Wally. If it's greater than 200 feet, contact a DISH technician for assistance. • Make sure that the system is properly grounded. Contact a DISH technician for assistance.

What's Happening	Possible Reason(s)	What To Do
A black box fills almost all of your TV screen.	You may have turned on the closed captioning feature on your TV.	Using your TV remote control and/or menus displayed by your TV (not the Wally remote control or menus), turn off the closed captioning feature.
Your TV screen is all blue.	You may have connected your Wally to an input on your TV that doesn't match the signal output from the Wally.	Check your TV's owner's manual for the correct TV input to use for the signal output from your Wally (1080p/1080i or 720p for HD).

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