

Increase DVR Storage with External Hard Drives!

With a DISH DVR customers can enjoy their great DISH programming again and again (and again). But sometimes there's so much to record and watch, they simply need more storage space. Adding an external hard drive to compatible DISH DVRs lets your customers increase the amount of programming they can record. Plus, it can serve as backup storage protection. And it's so easy! If they have a compatible DISH DVR (ViP® 612, 622, 722(k), 922 or Hopper™), they just need to purchase a compatible external hard, connect it to their receiver, and follow the on-screen prompts and they're ready to start recording and enjoying even more DISH programming. *There is no fee to activate an external hard drive with compatible DISH DVRs.* An external hard drive can also be used to add DVR functionality (recording/playing back programming) to a ViP 211(k) receiver; look for an upcoming Weekly Dish about this capability.

Compatible External Hard Drives

To use an external hard drive with a DISH DVR it should have the following:	
Storage capacity between 50 GB and 2 TB	Must support USB 2.0
Must have its own power supply	Must not use flash memory and should only be a single-disk hard drive
External hard drives that meet the criteria listed above are:	
Western Digital My Book A/V	Hitachi XL 1000



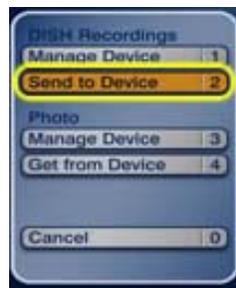
Setting Up an External Hard Drive

- Connect the external hard drive to the DISH DVR via the USB port.
- Then connect the external hard drive to a power outlet.
- Turn on the TV and DVR. Follow the on-screen prompts.
- An on-screen display will ask to format the external hard drive. The external hard drive must be formatted before using it to record DISH programming.
 - Please keep in mind that formatting the drive will permanently delete all previous content that may have been stored on the external hard drive.



Transferring Programming to an External Hard Drive

- **ViP-Series DVRs** - Press the "Menu" button on the DISH DVR remote and on the Main Menu screen select "Multimedia."
- From the Multimedia screen select "My Media" and then select "Send to Device"
- When the "My Recordings to My Media" screen appears, select the program you want to transfer to the external hard drive and select "To Archive."
 - An on-screen display will appear when the transfer is complete.
 - Each program must be transferred individually.



Hopper – Press the "Menu" button on the remote, and on the main screen select "My Recordings Transfer" and follow on-screen prompts.

Watching Programming Stored on an External Hard Drive

- **ViP-Series DVRs** – To watch programming stored on an external hard drive connect to a DISH DVR, press the DVR button on the remote, select "My Recordings," then select "My Media" and choose a show to watch.
- **Hopper** – To watch programming stored on an external hard drive connected to a Hopper (not Joeys), on the main screen menu select the "DVR" tile, then select your external hard drive from the dropdown menu and choose a show to watch.

Ask DISH

"If a customer has multiple DISH DVRs in their home, can they move the external hard drive from one DISH DVR to another to watch their programming?"

Yes, once the external hard drive has been formatted to a DISH DVR that is on the customer's account, they can use the external hard drive with all the compatible DISH DVRs in their home.

However customers can not use their external hard drive with DISH DVRs that are not on their account. So if a customer took their external hard drive to a friend's house, hooked it up to someone else's DISH DVR and tried to use it, the external hard drive would not work because it was connected to a DISH DVR not on the customer's account.

Helpful Hints

Visit DISH Portal for documents, comments and discussions regarding using an external hard drive with DISH ViP receivers. [There's also a great short video for you to watch!](#)

"Customers usually don't complain about having too much recording capacity."

- Anonymous

Additional Information about DISH DVRs and External Hard Drives

Loss of Programming – External hard drives formatted for use with a DISH DVR should only be used with a compatible DISH DVR. Connecting a DISH formatted external hard drive to a non-DISH device (i.e. a non-DISH DVR or a computer) and then reconnecting to a DISH receiver may result in a loss of programming saved to the external hard drive.

PPV/VOD/IPVOD – Customers can not transfer PPV, VOD or IPVOD programming from their DVR to an external hard drive.

Showroom Accounts – You can also add an external hard drive to your Showroom account for no additional charge to use for demonstrations! Submit a Service Request under Category: VRU/Showroom > Subcategory: Showroom/Activation.

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