

What Is Happening?

-The DISH receiver won't turn on.

Why Is It Happening?

-This problem is typically caused by an issue with electrical power or the DISH receiver.

How Do I Fix It?

-Resolve this issue by completing the steps that appear below.

Try the Front Panel

On the front of your DISH receiver, press and release the power button.

Power button on Hopper receiver

Power button on Joey receiver

Check the power cord

Make sure the power cord of the DISH receiver is plugged into the wall outlet (typically has a red tag).

For a Joey, make sure the power cord on the back of the Joey is connected tightly as well.

Power cord with red tag

Is the power light blinking?

If the power light of the DISH receiver is blinking then the receiver is in recovery mode. Recovery can take up to 4 hours to complete; please wait for the receiver to finish before continuing troubleshooting.

If the light is not blinking or the light has been blinking for more than 4 hours, continue troubleshooting.

Hopper with green light

Joey with green light

Check ventilation

Your receiver needs ventilation for proper operation or it may not power on. Make sure it is not in an enclosed cabinet and has at least 4 inches of space from other electronic devices.

Reset your DISH receiver and bypass surge protectors

Faulty surge protectors or power strips can introduce additional problems. Try bypassing them temporarily for testing purposes.

Unplug the electrical cord of your DISH receiver (typically has a red tag).

Wait 10 seconds and plug it directly into a wall outlet, bypassing any power strips or surge protectors.

The reset process may take up to 5 minutes to complete.

Power cord with red tag

Contact us

Please contact us for further assistance. Our technical experts will confirm the steps you've done and continue troubleshooting with additional steps.