

VANGUARD LOFTS

Dish Network provides satellite television programming to all VANGUARD residents. USADISH is the technical service provider to VANGUARD Lofts. USADISH is not owned by Dish Network; each provides a specific service.

Call Dish Network at 1-800-333-DISH

Call Dish Network to change your program package, pay your account, or ask a technical question. “How can I re-program my Dish TV controller” ? “How can I receive a monthly television guide”? A Service Representative is ready to assist you 24 hours a day — 7 days a week. Beam-Up America!

From time-to-time Dish Network changes the software information inside your satellite set-top box. Turning the box off with the controller helps Dish complete the upgrade. Keep the box plugged in and the green (or red light) on the box should be out. This tip will keep your satellite box up to date. Dish Network does not own the equipment installed by USADISH. When you move, call Dish Network to pay off your final bill. Then call USADISH to return wires & equipment; otherwise conversion is reported to police.

Call USADISH Service at 1-630-539-1154

Call USADISH Service when the screen displays a ‘pop-up’ and service is out for three hours (or more). Paying your Dish account by Credit Card is the best way to avoid interruption. If you recently mailed a payment; call Dish Network to confirm that your payment was received. Dish suspends programming on the 58th day (until payment is received). Confirm that all wire cables & electronic plugs are properly connected. Double check the TV controller. Check or replace the controller batteries every few months. Be sure to point the “controller” at the green light. After completing this checklist, then call USADISH at 630-539-1154 to enter a service request. Dish upgrades can change USADISH settings in your TV equipment room. When this happens, USADISH dispatches a qualified service technician. Outages can happen from ‘rain or snow fade’ during heavy storm periods; lightning or voltage-surges over electric power lines; even from a feather duster. Don’t use a duster or magnetic cloth around your TV equipment.