

# JOEY 2.0

## Overview

With the 01/28/16 release of the new Hopper 3 receiver, DISH has also developed a new Joey, named Joey 2.0, to ensure the best customer experience with this newer receiver. It is required that all technicians use the Joey 2.0 when installing Hopper 3 systems. The Joey 2.0 will pack out with the new 52.0 remote, but may also operate with the 40.0 remote.

- Joey 2.0s will be required for installations with Hopper 3
- Joey 2.0 will not support 4K content
- Technicians will easily be able to distinguish the Joey 1.0s and Joey 2.0s by the Contents and Features label and the part numbers on the Joeyes, although though they are identical in design
- Joey 2.0s will be installed the same way as Joey 1.0s

## What I Need to Do

Joey 2.0s will be installed the same way and appear identical as Joey 1.0s. However, it is crucial to know which Joey is compatible with which receiver.

- Joey 2.0 is not compatible with all Hoppers as they are not in the same receiver family as Joey 1.0. As always, it is best to complete the installation based on what is listed on the work order. Compatibility is as follows:
  - Hopper 3
    - Must be installed with Joey 2.0. Joey 1.0 is not compatible
  - Hopper w/ Sling
    - Joey 1.0 is preferred and will appear on all Hopper w/ Sling work orders
    - Joey 2.0 is compatible, but will require a WO Modification in order to activate on a Hopper w/ Sling account
  - Hopper 2K
    - Joey 2.0 is not compatible with Hopper 2K

	Joey 2.0	Joey 1.0
Hopper 3	Required	N/A
Hopper w/ Sling	Available <sup>1</sup>	Required
Hopper 2K	N/A	Required

- <sup>1</sup> Requires Work Order Modification

If a Joey that is not authorized on the account is attempted to be activated, the following error will display in ETAdirect. If this error is received, ensure you are activating the proper Joey or contact DASH to ensure the work order was properly modified.



Since the two Joeyes appear identical to one another, it is important to look at the Contents and Features label and the part number to determine which generation Joey you are installing.

- The Contents and Features labels for the Joeyes are:
  - Joey 2.0 (note the light blue border):

