



# DVR RECEIVERS USER GUIDE

DIRECTV® PLUS DVR



When you see the ENERGY STAR label on your set-top box, it means that your set-top box is ENERGY STAR qualified, giving you the benefit of saving energy and helping our environment.

However, ENERGY STAR labeled HD DVR set-top boxes qualify for ENERGY STAR **only when configured with the DIRECTV Whole-Home DVR service**. All other ENERGY STAR labeled set-top boxes, when used in conjunction with a DIRECTV subscription, meet ENERGY STAR criteria without requiring the consumer to take any additional steps.





Welcome! Now that you're plugged in, enjoy over 285 channels of programming inclusive of satellite music plus an extensive selection of the biggest box office movies from DIRECTV CINEMA™. We'll take you step by step through everything from pushing the POWER button to recording your favorite programs. This user guide applies to the DIRECTV Plus® DVR (Digital Video Recorder). Because this user guide was designed to accommodate several models of DIRECTV® Receivers, your receiver and its user interface may vary slightly from what is shown here.

## Getting Connected

If a professional installed your DIRECTV® Receiver, you're ready to start watching TV. If your receiver was not professionally installed or you just added a surround sound system or other equipment, please see Chapter 6: Settings.

### IMPORTANT:

You must subscribe to DIRECTV DVR service in order to use the recording features.

For information and pricing please visit [directv.com](http://directv.com).

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Your DIRECTV® Receiver has been designed and manufactured to stringent quality and safety standards. You should, however, be aware of the following important precautions for safe and optimal use of the equipment.

Meaning of symbols printed on the rear panel of the product:



This symbol indicates that dangerous voltage consisting a risk of electric shock is present within this unit.



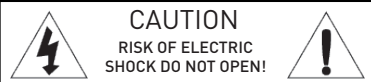
This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

## Important Safety Instructions

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water.
- 6) Clean only with dry cloth.
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10) Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12) Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
- 13) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



**WARNING:** To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.



**CAUTION:** To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

**IMPORTANT:** Be sure not to place your DIRECTV® Receiver near anything WET or HOT!  
If this product is rated at 240VAC, a suitable attachment plug should be used.

**CAUTION:** Avoid moisture to reduce the risk of fire or electric shock. The DIRECTV® Receiver should not be used near water (for example, kitchen sink, bathtub, pool, damp basement). Also, never spill liquid on the receiver, and do not place vases or other vessels containing liquid on top of it.

**TIP:** We highly recommend plugging the DIRECTV® Receiver into a surge protector to prevent damage from fluctuations in your power supply.

- Ensure proper ventilation — the vent slots on the DIRECTV® Receiver must be left uncovered to allow proper airflow to the unit. Blocking the airflow to the unit could impair performance or damage your receiver and other components.
  - Do not stack electronic components or other objects on top of the DIRECTV® Receiver. Also, do not stack the receiver on top of a “hot component” such as an audio power amplifier.
  - Protect your components from power surges by connecting all the components before plugging any power cords into the wall outlet. Use of a surge protector is also recommended.
  - Don’t overload power outlets or extension cords, which can result in the risk of fire or shock. It’s also important to use only the type of power source indicated on the marking label or in this manual.
  - Avoid audio hum or interference by inserting all cable plugs firmly into their jacks. Also, place Audio/Video (A/V) cables to the sides of the TV back panel rather than down the middle once connected. Try not to coil any twin-lead cables and keep them away from A/V cables as much as possible.
  - Never insert objects of any kind into any openings in the DIRECTV® Receiver (other than the DIRECTV® Access Card as detailed in this manual).
  - Place it on a flat, hard surface — do not operate the DIRECTV® Receiver on a carpet or other padded surface.
  - Always unplug your DIRECTV® Receiver before moving it.
  - Always unplug the DIRECTV® Receiver, TV and other equipment before you connect or disconnect any cables.
  - The only way to disconnect the DIRECTV® Receiver from the power supply is to remove the power cord. The DIRECTV® Receiver unit must therefore be installed next to the power point which must be easily accessible.
  - **CAUTION:** Electric Shock — never attempt to disassemble the DIRECTV® Receiver yourself; always take it to a qualified service person when repair is required. Opening or removing covers may expose dangerous voltage or other risks, and incorrect reassembly can cause shock when receiver is subsequently used. Attempted self-repair may also void your warranty. Changes or modifications not expressly approved by the party responsible for compliance (by the warranty or by the manufacturer) could void the user’s authority to operate the equipment.
  - Do not drop your DIRECTV® Receiver and always move it with care.
  - Have your DIRECTV® Receiver professionally serviced (do not attempt to service it yourself).
  - Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.
  - If you move your DIRECTV® Receiver between locations at different temperatures, allow it to reach room temperature before you apply power to it.
  - Do not pick up or otherwise move your DIRECTV® Receiver while it is connected to the AC power supply. If you want to move your set-top box, first disconnect it, then wait at least 30 seconds before continuing
  - **CAUTION:** To reduce the risk of fire, use only No. 26 AWG or better telecommunications line cord.
  - **CAUTION:** Replace remote control batteries with same or equivalent type. There is danger of explosion if batteries are incorrectly replaced.
  - For your information: The identification sticker can be located behind the small door on the front panel of your receiver. The telecommunication network voltage used is the category number 3.
- Note to Satellite Dish Installer:** This reminder is provided to call your attention to articles 810 and 820 of the 2005 National Electrical Code. Refer to article 810, in particular 810-1 and 810-15, for required grounding of the metal structure of the dish antenna. Refer also to the 810-2 which, by reference to article 820, requires that the satellite dish coaxial cable shield be connected to the grounding system of the building as close to the point of cable entry as practical.

## Product Information

Keep your receipt to obtain warranty parts and service and for proof of acquisition. Attach it here and record the serial and model numbers in case you need them. \*These numbers are typically behind the card door on the front panel of your receiver.

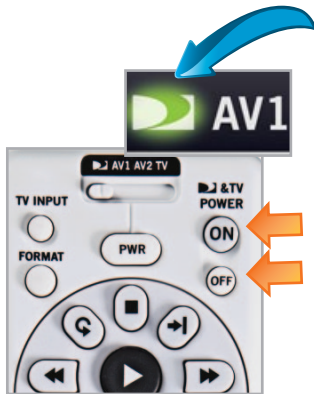
Model No. *	
Serial No.	
Acquisition Date	
Dealer/Address/Phone	
Access Card *	
Receiver ID *	

## CHAPTER 1 - YOUR REMOTE CONTROL

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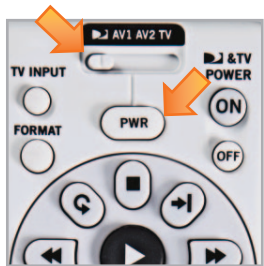
## Turning Your Equipment On and Off



Note: Each time you press a button, a green light at the top of the remote flashes. If the light flashes several times for just one press, it means the batteries (size AA) are getting low and need to be replaced.

These two buttons turn your TV and DIRECTV® Receiver on or off together. If your DIRECTV® System was installed professionally, your remote has already been programmed to operate your TV. If you need to reprogram the remote for a new TV or other audio-visual equipment, press MENU, select Parental, Fav's & Setup, then System Setup, then Remote, and follow the step by step instructions.

### Mode Switch



Use the POWER (PWR) button and Mode Switch to turn a single component on or off (for example a DVD player or surround sound system). Simply slide the mode switch to the position that matches the component you want to control and then use the POWER button to turn it off or on. The mode switch must always be in the left-most position to control your DIRECTV® Receiver. If the mode switch is in a position that has not been programmed, or if you press a button that is not supported by that particular piece of equipment, an onscreen message will pop up to alert you.

## Navigation and Destination Buttons

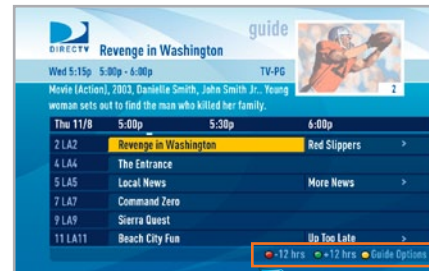


The buttons in the middle of the remote are navigation and destination keys. Press the **GUIDE** button to go to the program guide screen. Press the **ACTIVE** button to go to the DIRECTV Interactive services home page. The **LIST** button takes you to the Playlist. Press **EXIT** to get out of any menu screen and return to live TV. Use the **ARROW** buttons and **SELECT** button to navigate through the guide or any menu screen. Press **BACK** to move back to the previous screen. The **MENU** button takes you to the main menu where you go to access all of the features available in your system. Press **INFO** on any show to see information about that show.

## Shortcut Buttons



You can move through all of the DIRECTV user screens using only the direction **ARROW** buttons and the **SELECT** button as appropriate. However, the **RED, GREEN, YELLOW, and BLUE buttons on the remote are special shortcuts** that change function depending on which menu screen you are looking at. As you use the system look in the bottom right of particular screens for hints that tell you which color button to use for a particular shortcut. You'll see several examples in this chapter.



Shortcut hints

## DVR Control Buttons



These are the DVR control buttons (Rewind, Fast Forward, etc.). They can also be used along with the mode switch to control a DVD player or other auxiliary equipment.



### PLAY / SLOW MOTION

Starts the recorded video or paused live TV currently on screen. Hold this button down for slow motion.



### PAUSE / FRAME BY FRAME

Freezes the action of any live or prerecorded television program. While paused, press FFWD or REW to move forward or backward frame by frame.



### FFWD / JUMP TO TICKMARK

Fast-forwards recorded or live-stored video. Press up to four times to fast-forward at increasing speeds. Press and hold FF to jump to the next tickmark. Pressing PLAY returns to normal play.



### REW / JUMP TO TICKMARK

Rewinds recorded or live-stored video. Press up to four times to rewind at increasing speeds. Press and hold REW to jump to the previous tickmark. Pressing PLAY returns to normal play.



### RECORD

One press allows you to record programs in the Guide and live TV. Press twice to record a series.



### STOP

While watching recorded TV, pressing this stops playback, displays the recorded program info screen and inserts live TV in the top right.



### REPLAY / JUMP TO BEGINNING OF PROGRAM

Jumps the program you're watching backwards 6 seconds and starts playing from that point. Holding down REPLAY jumps to the beginning of the program.



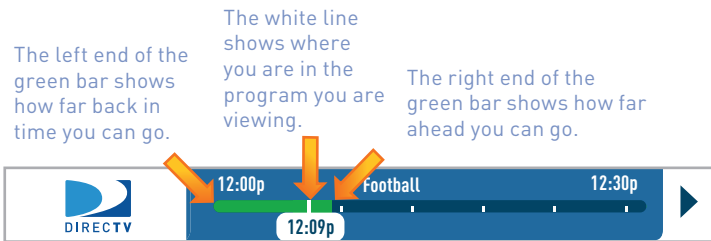
### ADVANCE / JUMP TO END OF PROGRAM

Jumps ahead in recorded or live-stored video by 30 seconds. Press multiple times to skip multiples of 30 seconds. Hold down to continue to the end of the program.

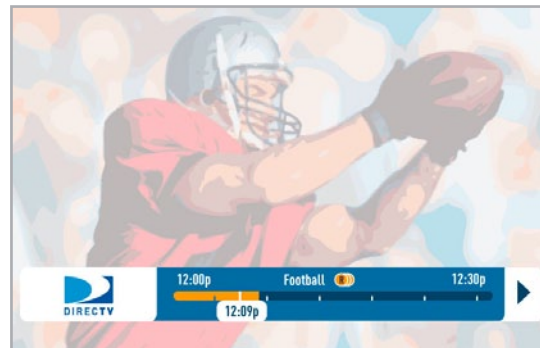
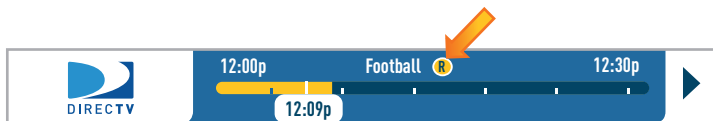


## The Progress Bar

When you use the DVR control buttons, this indicator bar appears at the bottom of the screen to show where you are in the program and how far you can go forward or back. For live programs, the progress bar is green and the time shown is the time of day.



If you press the RECORD button during a live show, the progress bar turns orange and the orange record icon appears next to the title of the show.



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## Live Buffer

Your DVR saves programs to the hard drive instantly and continuously, while you watch. This “live buffer” lets you pause, rewind, fast forward or instant replay (jump back 6 seconds). If you start watching a program late, even if it is not set to record, you can back up to the beginning (up to 90 minutes) using REWIND, as long as you haven’t changed channels since the program started. Simply press PLAY during a show to display the progress bar and see how far back in time you can go.

**Note:** You cannot fast forward during live TV until you pause or rewind a program.



Progress Bar

If you change channels, you lose what is in the live buffer. If you want to flip between two shows at the same time and not lose the ability to go back in time on either channel you can record them both and then use the PREV(ious) button on the remote to toggle between them.

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## Program Guide

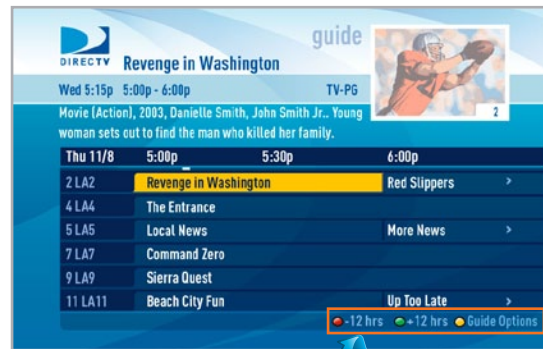
To see what's showing, press the GUIDE button to display the onscreen program guide. The guide holds up to 14 days of programming information for you. You can navigate in the guide as follows: use the ARROW buttons to move one cell at a time up/down/left/right; use the CHAN/PAGE button to scroll a whole page up or down; type in the channel number to go directly there. Look for the color-button hints at the bottom of the screen for shortcuts (use the GREEN button to move ahead in time 12 hours, once there use the RED button to come back 12 hours). If you press GUIDE twice, you'll see a screen that lets you filter the guide. See "Filtering the Guide" later in this chapter for details.

### Local Channels

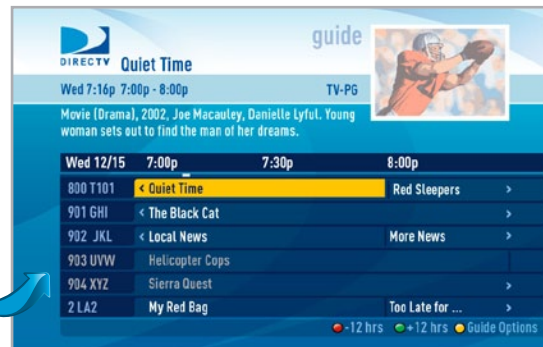
Your DIRECTV-provided local channels can be found in the guide from channel numbers 2 through 69.

### Unsubscribed Channels

Channels in the guide that are not part of your subscription package are shown grayed out. You can customize your guide to hide these channels. See "Guide Options, Change Favorites List" later in this chapter for details.



Look for shortcut hints here.



Unsubscribed Channels

## Interactive Channels

Interactive channels are unique. In addition to video and audio, they also contain a software application that lets you interact with what you see on screen. When accessing these channels you will have to wait a few seconds for the software to download.

- Press the ACTIVE button on your remote to get the latest weather, horoscopes, lottery results, games and more. The channel is ready to interact when the yellow highlight box appears.
- To exit an interactive channel, press GUIDE and pick the channel you want to move to or you can type in the new channel number while in the interactive channel.
- Other interactive channels such as, News Mix and Sports Mix, let customers with a qualifying programming package see up to eight of the hottest channels on one screen. Move the yellow highlight box around using the direction arrows on your remote to hear the audio associated with each channel. If you want to see one of the channels full-screen, move the yellow highlight box over it and press SELECT.

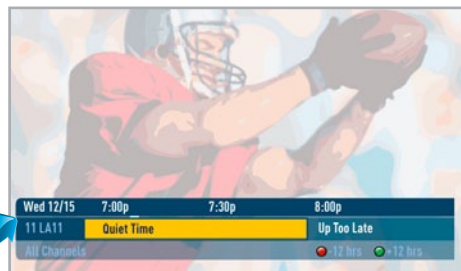


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## Mini-guide

If you are watching a show and want a quick look at what's on next, **press the BLUE button to display a one-line mini program guide**. You can use it for the current channel or you can type in a new channel number to see what's on there. Press SELECT on the new show if you want to go to that channel.

One-line  
mini-guide



## Filtering the Guide

There may be times when you want to temporarily trim down the channels that are shown in the guide, filtering them according to the type of program you are looking for. For example, you may want to see just sports or movies or news. In that case, press GUIDE twice to display the guide filter.

Simply use the arrow keys to highlight the category you want and press SELECT. The guide will now show only the channels that match that category. Look for the label in the bottom left of the guide to see how it is being filtered.

**Note:** Since the filtering is temporary, it only lasts as long as you keep the program guide up on the screen.



Look here to  
see how the  
guide is being  
filtered.



## Guide Options

From the program guide, press the YELLOW button to display “Guide Options”.

### Sort Programs by Category

Select “Sort programs by category”, then select a category to see a list of shows in chronological order that match your sort criterion.

### Jump to a Date & Time

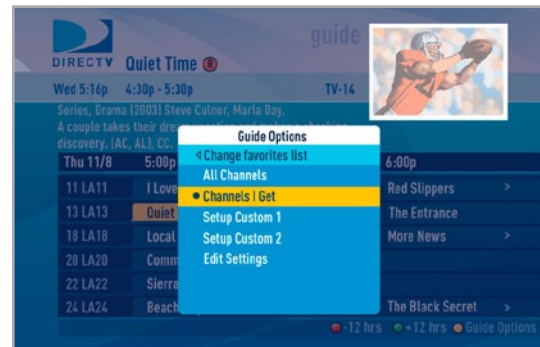
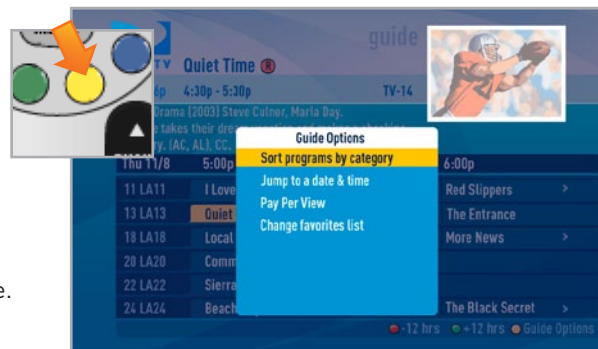
Select “Jump to a date & time” to quickly go to a future date and time in the guide.

### Pay Per View

Select “Pay Per View” and then the type of show you want, to see a complete listing of what is available in the guide in chronological order.

### Change Favorites List

By default, your program guide displays all channels offered by DIRECTV, some of which may not be in your programming package. “Change favorites list” allows you to toggle the channels displayed in your guide between any of the following: “All Channels”, “Channels I Get” (channels you subscribe to) or a custom list of channels you have defined. The “Edit Settings” option allows you to modify the channels in your custom list. See “Favorite Channels” section later in this chapter for details.



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## Channel Banner

When you find a current show in the guide you want to watch, press SELECT and the receiver changes to that channel. The channel banner briefly displays at the top of the screen, with program title, channel number, date, time and other information. **You can also press INFO to display the channel banner while watching a program.** Select "More Info" for detailed program information and other options.





## TV Options

While watching TV you can press the **YELLOW** button for quick access to options such as the viewing previous channels you watched and Favorite Channels.

### View Previous Channels

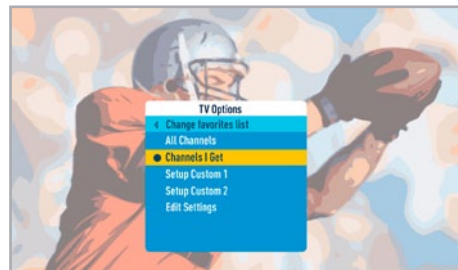
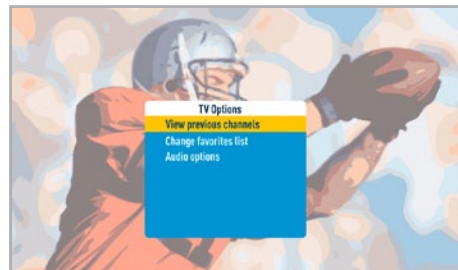
Select “View Previous Channels” to see a list of previous channels you’ve watched (up to 4). When you select a channel from this list, the receiver will tune to that channel. This is an easy way to toggle among the channels you watch most often. The list is reset if you turn off your DIRECTV Receiver.

### Change Favorites List

Select “Change Favorites List” to update the program guide to show only the channels you want to see. You have 4 options to choose from: “All Channels”, “Channels I Get”, “Custom 1” and “Custom 2”. Channels I Get displays only the channels you subscribe to. Custom 1 and 2 are self-created lists of your favorite channels. If one of your self-created lists is active, select the “Add...” or “Remove...” option to add or remove the current channel from that list.

### Audio Options

When Audio Options is displayed, you may select it to change the audio language of the program you are watching. If Audio Options is not displayed, the current channel does not have a second audio track.

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## Menu

Use the main menu to access key system features. Press MENU on your remote to display the menu and press MENU again (or EXIT) to make it go away.

### My Playlist

Displays the shows you've recorded that are ready for viewing.

### DIRECTV Cinema

Displays the DIRECTV CINEMA home page.

### Search for Shows

Use this feature to instantly find movies, shows, people, sports, etc... for you to watch or record.

### Manage Recordings

Prioritize upcoming recordings, view recording history and change recording defaults.



## Messages & Caller ID

Press MENU, select “Messages & Caller ID”, then “Edit Settings”, then “Messages” to see your messages. DIRECTV sends messages to you for important news items or special promotions. We also notify you of software changes and new features that we download to your receiver.

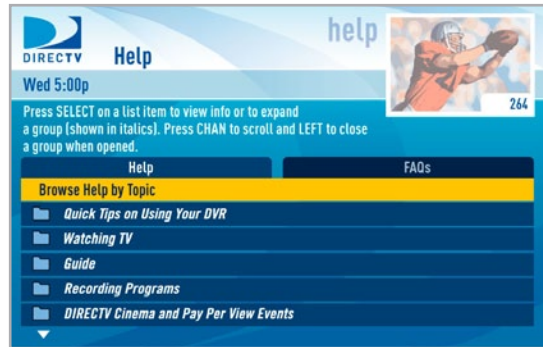
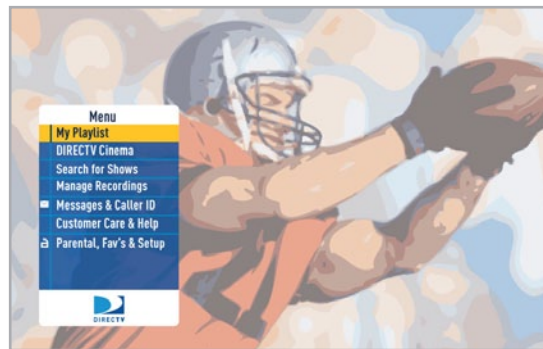
Caller ID displays a log of the phone calls into your home (assuming you have a connected land line and subscribe to Caller ID service from your telephone provider).

## Customer Care & Help

Access onscreen help for features, FAQs, and troubleshooting tips.

## Parental, Fav's & Setup

Set parental control limits, choose favorite channels for a customized program guide, and choose settings for your TV, remote, and DIRECTV® System.



## Search for Shows

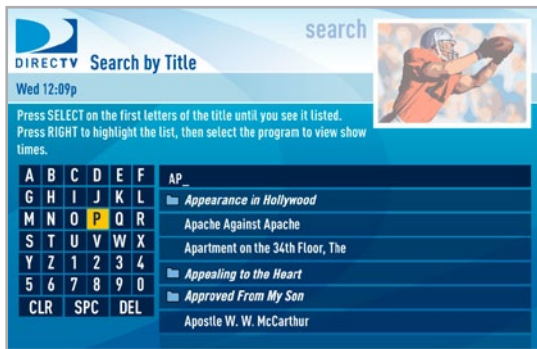
Use the “Search for Shows” option to find programs based on Title, Person, Channel or Keyword. This powerful tool finds all programs that match your criterion within the 14-day program guide as well as the DIRECTV CINEMA library.

To start your search, press MENU on your remote, select “Search for Shows”, and then select the search type: “Title”, “Person”, “Channel”, “Keyword” or “Recent Searches”.

Using the onscreen keypad, enter one letter at a time by highlighting the letter you want and pressing SELECT. Select DEL (Delete) to get rid of the last letter or CLR (Clear) to start over if you make a mistake. You do not have to enter the initial article like “The” or “An”. Each time you enter a letter, the search becomes more precise. You don’t always have to enter the complete word. Just the first few letters will usually get you close enough.

### Search by “Title”

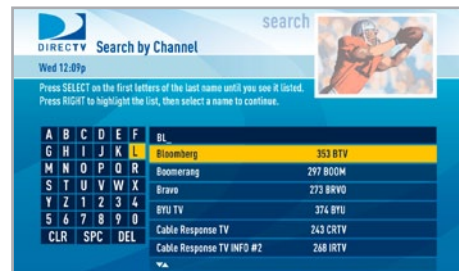
Use the onscreen keypad to type in the first 3-4 characters of your title. A list of all movie and show titles matching your search term will display. If a program is being broadcast on more than one channel, a folder icon will display next to the title. DIRECTV CINEMA titles have a VOD icon next to them. Highlight a title and press SELECT for program info and recording and other options.



## Search by "Person"

Use the onscreen keypad to type in the first 3-4 characters of person's last name. You'll see a list of names which include actors, actresses and directors. After you select a name, you'll be given the option select a category to narrow your search results. If you don't want to narrow, select "All".

A list of program titles will display. Highlight and select an individual program to record or select "Autorecord" to record all programs for the person selected. Autorecords are persistent. Therefore, any time a program becomes available in the Guide that matches your Person, it will automatically be recorded.



## Search by "Channel"

Use the onscreen keypad to enter the first few letters of the channel name. For example, type in "BL" to find Bloomberg. Highlight and select the desired channel from the list. A list of programs scheduled on that channel will display. Highlight a title and press SELECT for program info and recording and other options.

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## Search by “Keyword”

A keyword search is an in-depth search that looks for programs by matching a keyword (of your choice), to a program’s title or description. The more specific you can be with your keyword, the better your search results will be.

- Press MENU on your remote and select “Search for Shows”, then select “Keyword”.
- Type in your keyword and select “Continue”.
- Select a category to narrow your results or if you don’t want to narrow, select “All”.
- A list of programs matching your keyword displays.



## “Recent Searches”

This handy feature displays a list of your 25 most recent searches in case you want to update or reuse a search you used previously.

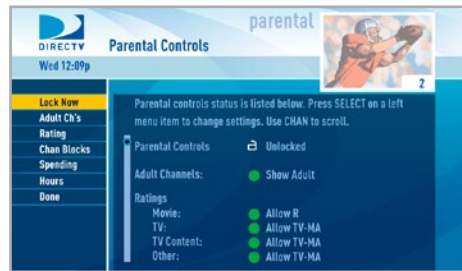
- Press MENU on your remote, select “Search for Shows” then select “Recent Searches”.
- Highlight a previous search from the list and press “SELECT”.



## Parental Controls

Parental Controls enable parents to place certain restrictions on just who's watching what, and requires a passcode to view restricted programming. Whether it's for mature content, spending amounts, or even the number of hours of TV watching allowed, you're always able to keep limitations where you want them for the whole family.

Press MENU, select "Parental, Fav's & Setup", select "Parental Controls", and then "Edit Settings". You'll see the current status, showing any restrictions. The system default is "unlocked" for all categories.



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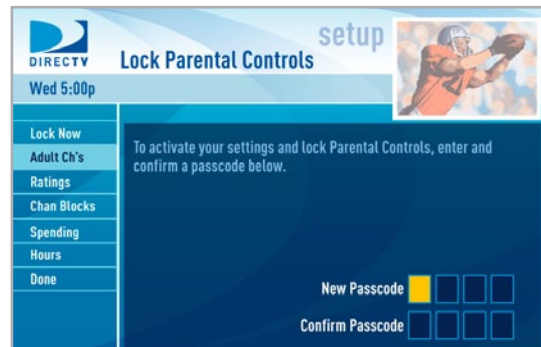


## Lock Now

After setting the restrictions you want (see below for options), choose “Lock Now” from the left menu. You’ll be asked to create a passcode. You’ll want to make it easy enough to remember, but hard enough so someone can’t guess what it is! This passcode will be your entry to unlocking and adjusting limitations in the future.

An onscreen message will appear whenever anyone tries to tune to a channel or program that has been restricted, or attempts to spend or watch beyond limitations set. He or she will not be allowed to proceed without the passcode. Using your passcode, you can easily override the limits.

Making multiple entries aimed at guessing the passcode is discouraged by a time delay; each invalid passcode entered lengthens the delay for subsequent entry by one second.



**Note:** If you have Parental Controls set and temporarily unlocked, turning the receiver off will turn the parental controls back on.

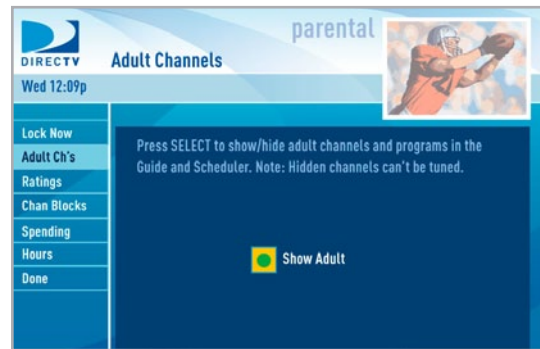
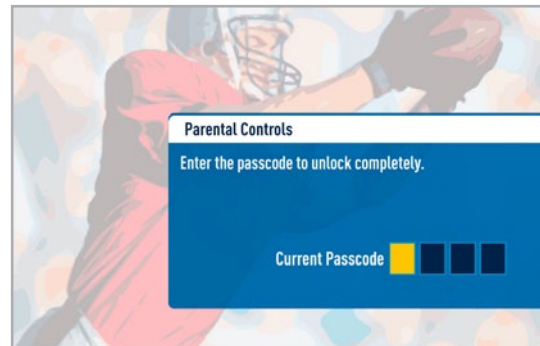


## Unlock Now

When parental controls are locked, a message appears if you try to tune to a restricted program explaining why the program is blocked. To temporarily unlock a particular program select “Unlock Now” and enter your passcode.

For more unlock options, press MENU, select “Parental Fav’s & Setup”, then select “Parental Controls”. Various options for removing restrictions temporarily or permanently will appear. Select one and enter your passcode.

**Note:** If you forget your passcode, call 1-800-531-5000 to reset it. You must be the registered account holder and have your account number.



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## Ratings

Set rating limits for Movies, TV and Other (unrated) shows. From the left menu, "Ratings" and then highlight the desired tab using the GREEN and RED buttons on your remote to switch between tabs. There is a separate tab for Movies, TV and Other.

### Movies

Select the button next to the overall ratings limit you wish to impose. Brief descriptions of the ratings appear for your guidance.



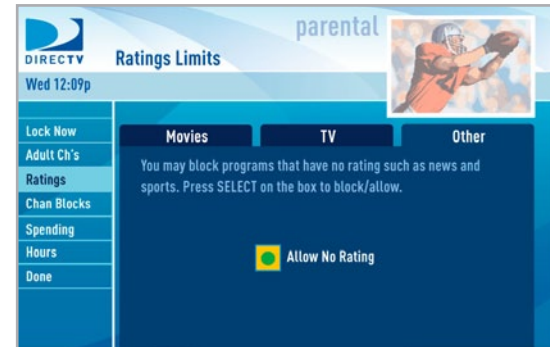
### TV Programs

Highlight and select the TV ratings limit you desire. In addition to allowing or blocking shows by TV rating (i.e. TV\_MA) you can also set ratings limits for particular types of content such as, Fantasy Violence (FV), Dialogue (D), Language (L), Sexual Content (S) and Violence (V). A description of each content type displays when highlighted.



## Other Shows

Highlight and select the box to toggle the setting between “Allow No Rating” and “Block No Rating”. If you choose “Block No Rating”, programming that has no rating such as, news and sports will not display.



## Channel Blocks

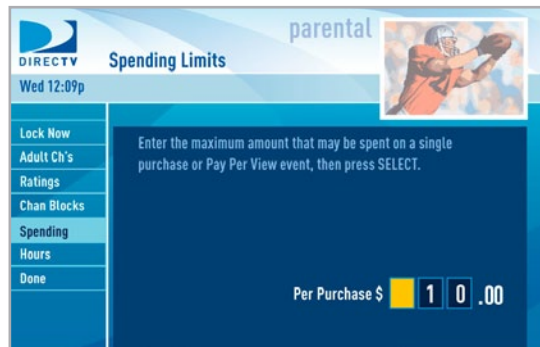
Prevent children from viewing pre-selected channels. Select “Chan Blocks”. Scroll down the channel list and select those you wish to block. You can also key in channel numbers or use “Block All” or “Allow All” to save time.



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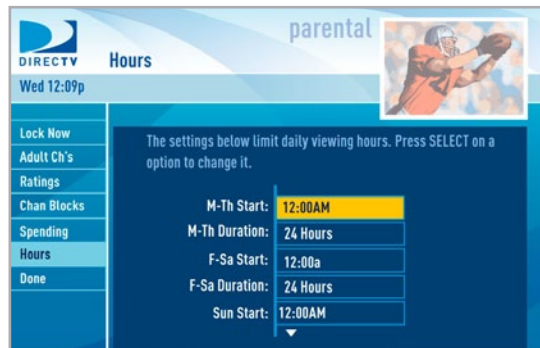
## Spending Limits

Limit the amount that can be spent on each Pay Per View purchase. Select “Spending”. Then enter your preferred spending dollar limit using the numbers on your remote.



## Viewing Hours

Specify days and times when TV watching is allowed in your household. Select “Hours”, then select the start times and durations for viewing. You can set hours based on “school nights” — Monday-Thursday – and/or weekend nights—Friday-Saturday, and Sunday.



## Favorite Channels

Create lists of your favorite channels. Use your list to see only those specific channels listed in the guide as well as, when you're channel surfing in live TV. You can create up to two custom lists on this receiver. You can also choose "Channels I Get" to see only the channels that are in your DIRECTV programming package.

Press MENU on your remote, select "Parental, Fav's & Setup", then "Favorite Channels". If you haven't created a Favorites list, the "Setup Custom 1" and "Setup Custom 2" options will be displayed. Select the one you want, and follow the onscreen instructions to create and name your list.

Selecting a Favorites list makes it active and hides the display of all other channels in the guide. From the program guide, press the YELLOW button on your remote, select "Favorites" and then select the list you want to make active. The name of the currently selected Favorites list is displayed in the bottom left of the program guide screen to remind you which list you are currently using. To return to displaying all channels, press the YELLOW button while in the guide, select "Change favorites list", and select "All Channels".





## CHAPTER 3 - DIRECTV CINEMA™ & PAY PER VIEW

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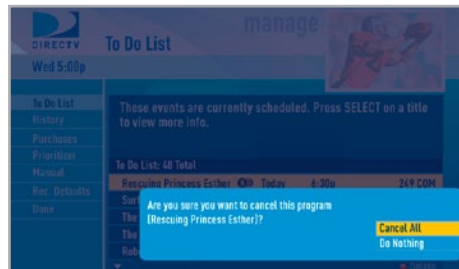
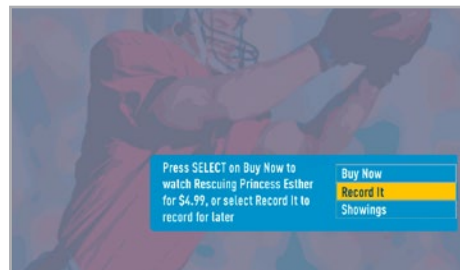
## DIRECTV CINEMA

You don't have to go out for the biggest box office movies! The latest hits are available 24 hours a day. Find them in the program guide starting at channel 125 or go to DIRECTV CINEMA, channel 1100 to browse the newest movie releases.

To order a movie from the program guide, highlight the title and press INFO on your remote. Select the Record option and follow the onscreen instructions. As long as your receiver is connected to a land-based phone line or the Internet, you can use your remote to order. Otherwise, order on [directv.com](http://directv.com). Your receiver lets you record movies before you buy them; you're charged when you watch. If the movie has been recorded and you want to delete it, press LIST, highlight the title and press the RED button. If the movie is set to record in the future, press MENU, then select "Manage Recordings" then "To Do List". Highlight the program and press the RED button to cancel it.

## Showroom

Showroom offers you DIRECTV content such as instructional videos, behind-the-scenes clips and video extras, information about DIRECTV sports subscriptions, special offers, trailers and more. Press MENU, select "DIRECTV CINEMA", then "Showroom".





## Pay Per View Events

Special events like UFC, Boxing, WWE and more are listed in the program guide starting on channel 117.

Ordering PPV events works the same way as ordering DIRECTV CINEMA movies from the program guide. See previous section for details.

The screenshot shows the DIRECTV interface for the movie 'Rescuing Princess Esther'. At the top left is the DIRECTV logo. To its right is the movie title 'Rescuing Princess Esther' with an 'info' icon. Further right is a small image of a football player in an orange jersey. Below the title, it says 'Wed 5:00p', '5:00p - 6:45p', and 'TV-23'. On the left side, there is a vertical menu with options: 'Record It', 'Buy/Watch', 'Showing', 'Purchase', and 'Done'. The 'Record It' option is highlighted in yellow. The main content area shows the DIRECTV logo, '126 PPV', and '\$4.99'. Below this, it lists the genre 'Movie, Action/Adventure, Drama, (AC, AL)' and a synopsis: 'Two brothers (Joseph Hansen, Ben R. Johansen) agree to become soldiers in an effort to rescue princess Esther (Mina Goldmine). CC, PPV.'

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## CHAPTER 4 - RECORDINGS

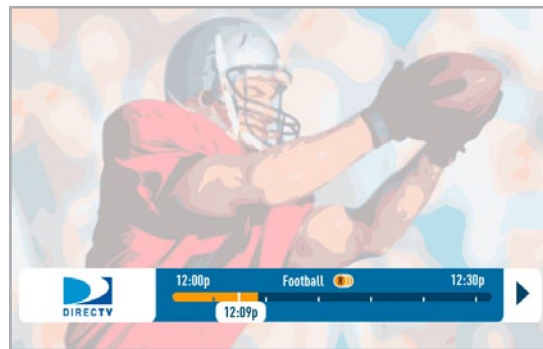
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## Recording a Single Show

### From Live TV

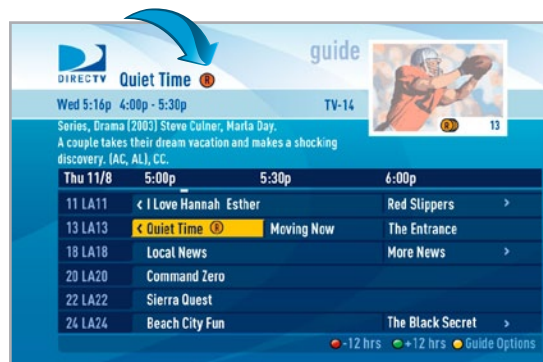
To record a show you are currently watching, simply press RECORD once. The progress bar will appear and turn orange and the circle R icon will appear next to the title to let you know your show is now being recorded.



### From the Guide

You don't have to be watching a show to record it. Simply find it in the program guide and use the RECORD button as described above. The orange record icon appears to let you know that your show is being recorded or is scheduled to record.

**Note:** You can record two shows at the same time with your DIRECTV DVR if you have made the proper connections to your satellite dish.



## Changing a Record Option

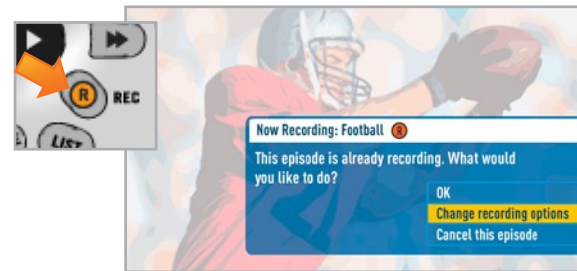
Some live events and even a few TV shows run past their allotted time slot. Your DVR is very smart, but it sets up all recordings based on the start and stop times the broadcasters give us for the program guide.

If you are watching while recording and you think your show might go into the next time slot, press INFO on the remote, then select “More Info” and “Recording” from the onscreen choices to see the recording options for that show. Once there you can change the stop time or any other option. To save your changes select “Update”.

If your show is set to record in the future, you can find it in the guide or To Do list, then press INFO to display the Info screen. To change a recording option for that one show, select “Rec. Once” and choose whichever option or options you want to change. If you want to change a recording option for every show in the series, select “Rec. Series” and then choose the options you want to change.

## Stopping an In-progress Recording

If you press the RECORD button a second time on a single show (like a movie), an onscreen message will appear giving you the choice to “Cancel This” or “Don’t Cancel”. This is an easy way to cancel a recording.



## Recording a Series

### From Live TV

If the show you are currently watching is a series and not a single event (like a movie), simply press the RECORD button twice to automatically record every episode of the series. The RECORD icon is now a repeated circle R to let you know that this is a series and not a single recording.

### From the Guide

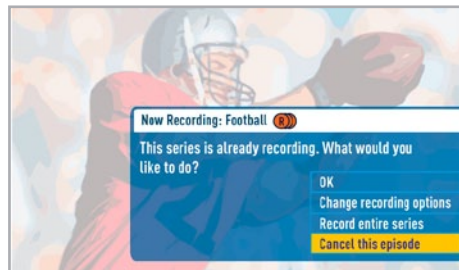
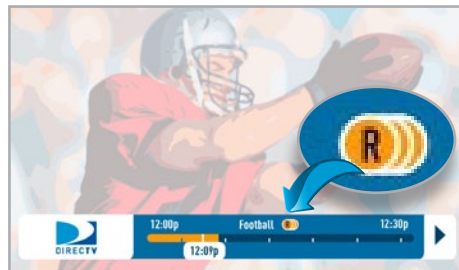
As mentioned previously, you don't have to be watching a series to record it. Simply find it in the program guide and press the RECORD button twice to record all episodes of it.

### Changing a Record Option

If you are currently watching a series show and need to extend the recording time or change any other recording option, press INFO on the remote, select "More Info" and then "Rec. Series" from the onscreen choices. If you see a series set to record in the future in the program guide or the To Do List, to change a record option press INFO and select "Rec. Series".

### Stopping an In-Progress Recording

If you press the RECORD button a third time on a series, an onscreen message will appear giving you the choice "Cancel This", "Cancel All" or "Don't Cancel".



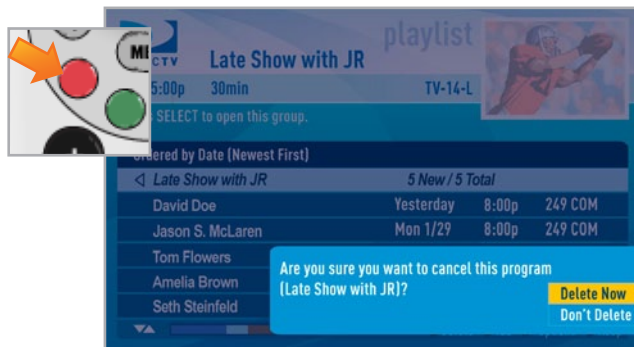
## Watching and Deleting Your Recorded Shows

To see your list of recorded shows, press LIST on the remote. Alternatively, you can also press MENU and select “My Playlist”. Use the arrow keys to highlight the desired show, press SELECT, then select “Play” (or “Resume” if you’ve already watched part of the show) to start the show. **You can use any of the DVR control buttons (like PAUSE, FFWD, ADVANCE, etc.) while watching your recorded show.** If you press STOP, the show will stop and an information screen with various options will appear. The last channel viewed in live TV will appear in the upper-right corner of the screen. To return to full-screen live TV, press EXIT or select “Done”.

If you want to delete a show from your playlist, use the arrow keys to highlight the desired show and press the RED button. You will then be asked to confirm the deletion.



Look for shortcut hints here.



## My Playlist

The Playlist screen displays all your recorded programs. To get to the Playlist screen directly, press LIST on the remote, or press MENU and select “My Playlist”. Titles that you have not viewed yet are shown in bright, white letters, while titles that you have already viewed (partially or completely), are light blue.

The time, date and channel of each recorded program is displayed to the right of the program title. Any icon identifying program status is displayed to the left of the program title (for example, a circle K for “Keep Until I Delete”). See the inside back cover for a list of all the icons.

Highlighting a program title displays the program description, just as in the Guide. If you press SELECT or INFO on a program, an Info screen is displayed for the program that offers several actions including Play, Keep, Delete and others.

**Series programs are identified in the list with a folder icon.** For example, if you record a weekly comedy series, the title for that series is shown with a folder icon. Press SELECT on the series title to see the recorded episodes for that series. The number of new (not viewed) programs and total programs for each series is displayed to the right of the series name; for example, “2 New/5 Total”. Press PLAY on a series to play all the episodes in the folder, in order from oldest to newest.





## Playlist Options

From the Playlist screen, press the YELLOW button to display Playlist Options.

### Mark Programs to Delete

Select “Mark programs to delete” if you want to delete two or more programs at once.

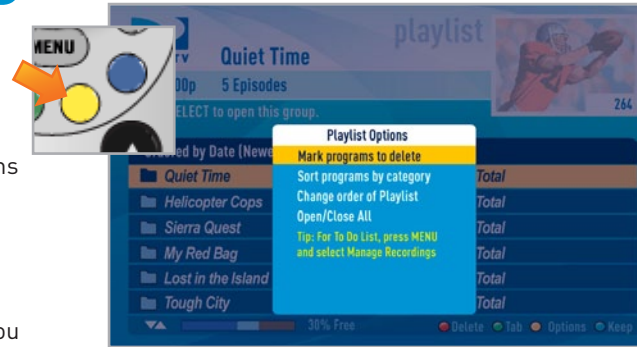
### Sort Programs by Category

Select “Sort programs by category” and then select Movies, Sports, News, Kids, etc., to filter the playlist as desired. This option will help you find what you want faster, once you start to record a lot of programs.

This is just a temporary filter for your list, so just press the left arrow or BACK to see your full Playlist again.

### Change Order of Playlist

Select “Change order of Playlist” to pick how you want to arrange the order of your recorded shows. You can sort by date with the newest at the top (that’s the factory default setting), the oldest at the top; alphabetically with A at the top, or Z at the top; by expiration date with first to expire at the top or last to expire at the top.



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## Open/Close All

Series programs are grouped in folders in your Playlist. Select “Open/Close All” to open all of your folders so you can see each episode without having to select each series individually. You can also use this option to close them all.

## Managing My Playlist

Your DVR has lots of recording space but it is possible to fill up the hard drive if you record regularly. A quick way to check how much space you have available is the Disk Space Bar.

## Disk Space Bar

The Disk Space bar is at the bottom of your Playlist. It shows the approximate amount of space available on your disk at any given time.

The Disk Space bar shows programs you have designated “Keep Until I Delete” in dark blue, programs subject to expiration or automatic deletion in light blue, and the remaining unused disk space that is available for recording in black.

When your disk is full, the oldest shows (viewed or not) are automatically pushed out to make room for the new ones. If you have a show that you don't want pushed out, press the BLUE button to “Keep” it in your Playlist until you delete it.



## Keep

Highlight the show you want to keep and press the BLUE button on your remote. A blue circle K icon will appear next to the program title indicating it will be kept until you delete it. You may be tempted to make all of your recordings "Keep Until I Delete", but if your hard drive ever fills up, new recordings can't take place.

Another way to manage your Playlist is to delete recordings you no longer want.

## Delete

Highlight a single show or a series (indicated by a folder icon) and press the RED button to delete it. If you delete a folder, all episodes of that series will be deleted. Don't worry about pressing the RED button accidentally. You will always see a confirmation message before you delete anything.

## DIRECTV CINEMA

Press the GREEN button to go to the DIRECTV CINEMA home page.



## Manage Recordings

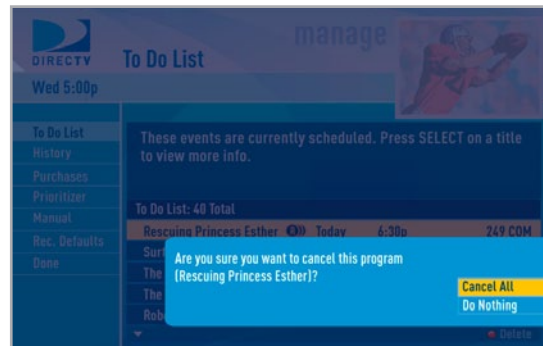
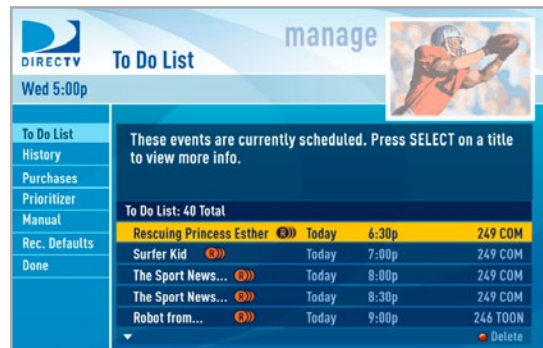
Once you have scheduled recordings, you can find the status and history of those recordings by pressing MENU and selecting “Manage Recordings” to see the following options: To Do List, Queue, History, Purchases, Prioritizer, Manual and Record Defaults. These features are described on the next few pages.

### To Do List

The To Do List displays recordings your DVR is scheduled to make in the future. Icons next to the titles indicate whether the recording is a single event, part of a series, or an autorecord based on a person or keyword search. The list is ordered by time with the next recordings at the top and the furthest in the future at the bottom. You can use this screen to make sure your recordings are properly scheduled or to delete future scheduled recordings you no longer want to record. The To Do list does not display DIRECTV CINEMA programs scheduled for download over the Internet; these are shown in the Queue screen.

Deleting single shows is easy: Simply highlight the show you want to delete and press the RED button on the remote. A confirmation message will appear before you can delete the show.

If you want to delete an entire series from the To Do List, select the show, select “Rec. Series...”, then select “Cancel All”.

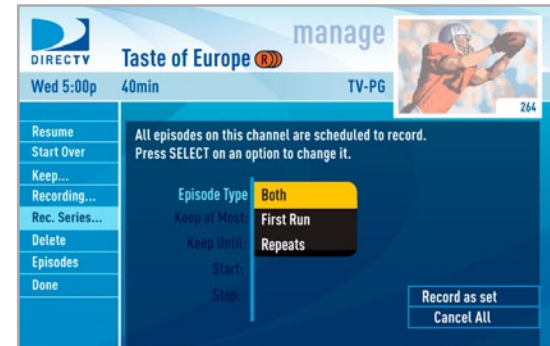


## Prioritizer

The **Prioritizer** screen displays a prioritized list of all the series you've scheduled to record. If there is a series recording conflict and the receiver must choose which show to record, it uses this list to determine the priority. As you set up series recordings, the most recent series goes to the bottom of the list in last priority. You can change the order of the priority at any time by selecting "Prioritizer", selecting the show you want to move, moving the highlight to the right, and then using the arrow keys to promote or demote the series.

There are a couple of color key short cuts on this screen as well. Use the **RED** button to delete an entire series. Use the **GREEN** button to move a highlighted show to the top of the list in one press.

You can also adjust the recording options used for a particular series from this screen. Select the series you want, then select "Rec. Series" and change the recording options as desired.



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## History

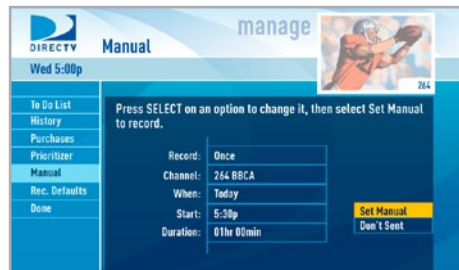
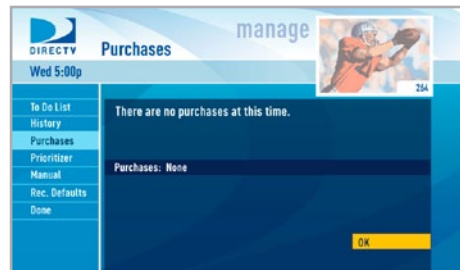
Provides status information for every recording scheduled, whether they were completed, canceled or deleted. If you think something should have been recorded, but wasn't, check here to look for an explanation.

## Purchases

Provides status information for all Pay Per View programs that were bought and, if viewed, the date and time.

## Manual Recordings

There may be times when you want to set up a manual recording based on channel, time and date. In this case, select Manual and enter all of the options as you wish, including whether you want this to be a one-time or recurring recording (i.e. every Tuesday), channel, day and date, start time and duration. You can schedule a manual recording up to 14 days in advance.



## Recording Defaults

The Recording Defaults screen lets you set the recording options you want the receiver to use every time it does a recording. The receiver's default settings work best in the vast majority of cases, but you may want to change them to your personal preferences.

- When recording a series, the **Episode Type** gives you the option to record first run only, repeats only, or both.
- The **Keep at Most** option lets you decide how many episodes you want to keep: 1, 2, 3, 4, 5, 10 or All. If you select "All Episodes" for a show that appears many times in the guide, you may find it uses disk space rapidly.
- The **Keep Until** option lets you keep a recording until you delete it or until the disk is full, in which case the DVR can delete it automatically if the disk fills up. A recording that is labeled "Keep Until I Delete" will never be deleted until you do it manually; if all of your recordings are labeled that way and the disk fills up, no new recordings will occur until you manually delete some of your "Keep Until I Delete" recordings.
- Finally, the **Start** and **Stop** options let you adjust the times of your recordings to ensure you don't miss a thing. Keep in mind that starting early and ending late on all of your recordings may create more recording conflicts than if you started and stopped on-time (according to the program guide schedule). If you find a particular series runs habitually late or early, it is better to adjust that series using the program's Info screen rather than set the recording defaults, which would affect all of your DVR recordings. Press MENU, select "Manage Recordings", then select "Prioritizer". Select the program you want to adjust, then select "Rec. Series".





## Recording from a Computer or Phone

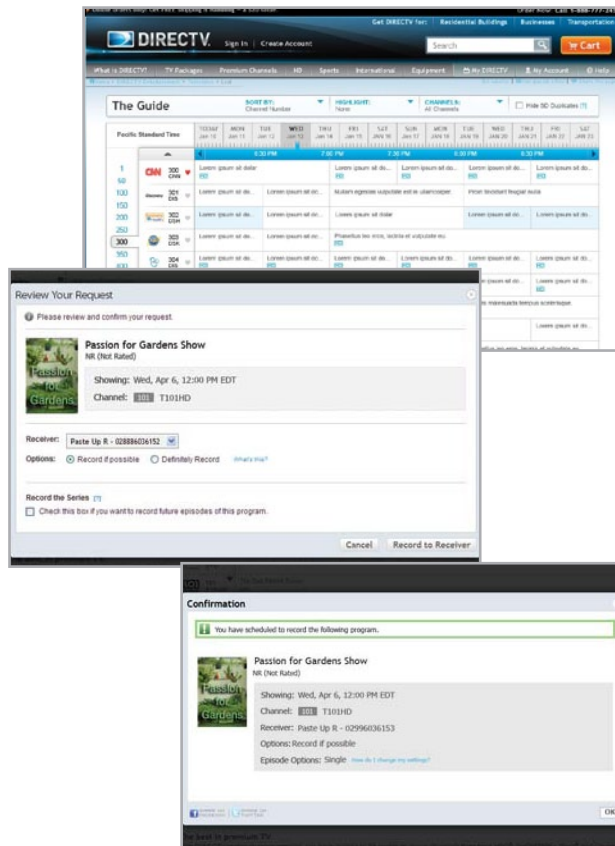
Have you ever forgotten to set a recording and wish you could do it remotely from work or while on the go?

**Note:** You must have an account on [directv.com](http://directv.com) to use remote scheduling.

### From a Computer

To schedule a recording from your computer, go to [directv.com/tvlistings](http://directv.com/tvlistings) to see an on-line version of the program guide. Select a show and click “Record”. If you have more than one DVR in your home, choose the DVR you want to record to and then click “Record to Receiver”.

**Note:** If you have a mix of HD and SD DVRs in your home, make sure not to pick an HD movie for your SD DVR. It will not record.





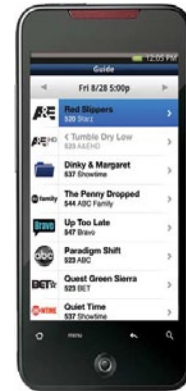
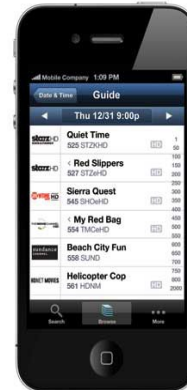
## DVR Scheduler Mobile App

Our FREE, award-winning DVR Scheduler Mobile App is available for the iPhone, Android™, Palm® Pre™, Palm® Pixi™, BlackBerry®, and Windows® Phone 7. Turn your smartphone into the easiest, fastest, most convenient way to find any program and set your home DVR.

### Features:

- Search for any television show up to 14 days in advance
- Browse programs by channel or date & time
- Get program information instantly, including description, length and rating
- Record a single episode or an entire series
- Order DIRECTV CINEMA™ right on your phone (available for iPhone, Android, Palm, BlackBerry and Windows Phone 7), no need to have your receiver connected to a phone line Record to any DIRECTV DVR in your home

Go to [directv.com/mobileapps](http://directv.com/mobileapps) for more information.





## CHAPTER 5 - EXTRAS

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## Messages

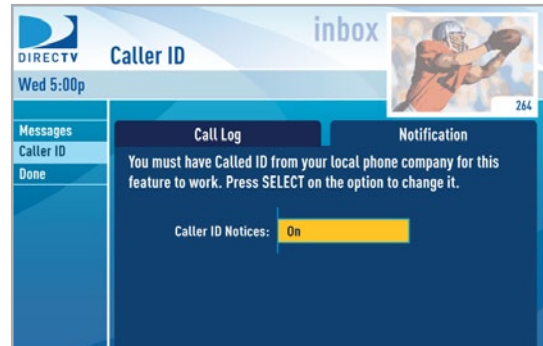
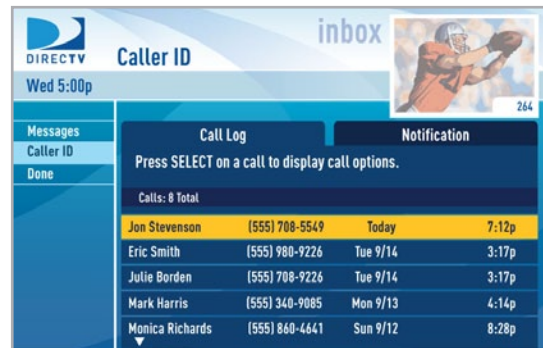
Press MENU, then select “Messages & Caller ID”, “Edit Settings”, then “Messages”, to see your messages. DIRECTV sends messages to you for important news items or special promotions. We also notify you of software changes and new features that we download to your receiver. **When you have new mail, an “envelope” icon appears in the channel banner.**

## Caller ID

To set up your receiver to display an onscreen notices whenever you receive a call, press MENU and select “Messages & Caller ID”, then “Turn Caller ID On”. This will toggle the option to now read “Turn Caller ID Off”.

**Note:** You must subscribe to caller ID service through your phone company and your receiver must be connected to the phone line.

You can review your 25 most recent calls in the call log at any time. To see your call log, press MENU, select “Messages & Caller ID”, select “Edit Settings”, then select “Caller ID”.



## DIRECTV™ iPad® App

The DIRECTV™ iPad® App is a FREE app that turns your iPad into a remote control, giving you more control of your TV experience. Get instant access to your favorite channels, shows and sports scores. Customize your home screen with the programming you watch most. Plus, program your DVR from wherever you are.

### Features:

- Use your iPad as a remote control: Play, pause, rewind, fast-forward, scroll through channels, and more, all with a tap.
- Create your own Home screen: Get instant access to your favorite channels and sports. You control what's on your screen by choosing the channels you want to see, the teams and sports you want to follow, even the modules you want to include.
- Create your own sports roster: Browse games and get scores instantly across all sports. You choose the teams and sports you want to follow.
- Search for any television show up to 14 days in advance
- Browse programs by channel or date & time
- Watch trailers and get detailed show info: See descriptions, upcoming showings, cast & crew, parental info, similar shows, and photos.

Go to [directv.com/ipad](http://directv.com/ipad) for more information.

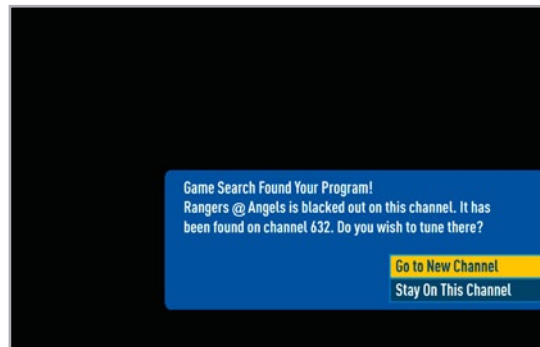


## GameSearch™

Sports blackouts, a long-time source of frustration and confusion for sports fans, occur when a sporting event is not televised in a certain area. But thanks to DIRECTV's cutting-edge technology, whenever you tune in to a channel with a blacked-out game, GameSearch recognizes the blackout and immediately looks to see if the game is on another channel. If a broadcast of the game is found, GameSearch displays an onscreen message that gives you the option to tune in to that channel. If it can't find one, an onscreen message will let you know the game is not available.

## GSN Game Lounge

The GSN Game Lounge service (Channel 110) contains memory and skill games that you can play onscreen using only your remote. There are free as well as subscription-only games. If you become a top scoring player you will see your name on the leader board.



## ScoreGuide™

Interactive content, like scores, statistics and other information, is also provided along with some of our special sports and entertainment channels. Look for an onscreen popup that lets you know when interactive content is available and follow the onscreen instructions to use the interactive features.

MINIMIZE		SCOREGUIDE	
WIMBLEDON			
NFL	1 S. Williams	7	13
NBA	7 Ivanovic	6	11
MLB AL	Watch Now		
MLB NL	2 Safina	6	7 3
NHL	13 Bartoli	2	5 2
NCAA FB	Watch Now		
NCAA BB	3 Dementieva	6	4 0
TENNIS M	5 V. Williams	4	6 0
TENNIS W	Watch Now		
GOLF	4 Jankovic	6	5
	10 Petrova	1	4
	Watch Now		
	CLEAR	1/1	

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## CHAPTER 6 - SETTINGS

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## Guided Setup

If your receiver was not professionally installed, or you have had to reset your receiver for any reason, you will need to follow the guided setup screens before starting DIRECTV Service.

1. Make sure the MODE switch at the top of the remote control is set to DIRECTV, which is the far-left position.
2. Press PWR. The DIRECTV DVR will turn on. (Make sure your TV is also turned on!)
3. The first screen will allow you to select a language. Using the arrow keys on the remote control, move to the language you prefer and press SELECT.
4. Follow the onscreen instructions.

After these setup procedures are complete, you'll see a message onscreen that says, "Acquiring Satellite Info", as the receiver gathers information from the satellite for the onscreen program guide. Next, you'll be given the opportunity to program your remote to control other equipment such as your TV and/or DVD player. Just follow the screen instructions and you'll be ready to watch in no time!

## Activate Your DIRECTV® Service

Once all the setup processes are complete, all that's left to do is activate your DIRECTV Service. Before you make the call, be sure to:

1. Have on hand your service address, social security number and a valid major credit card.
2. Note your receiver ID and access card numbers. The receiver ID is on a sticker behind the access card door on the front of the receiver, while the card number is on the access card itself. Use the Product Information page to note this information.
3. When you're ready, just call 1-800-531-5000; pick the programming package that's right for you and subscribe to DIRECTV service.

## Your Phone Connection

Connecting your receiver to a land-based telephone line saves you money because it allows you to purchase DIRECTV CINEMA movies and Pay-Per-View events without calling DIRECTV to order. It is required for sports package subscriptions and is also used to enhance the interactive features available on our interactive channels. The receiver uses a toll-free number once a month for a few minutes and is designed not to interfere with your regular phone service. You will need an RJ11-type modulator jack (the most common type of phone jack). If you disconnect the phone line, the receiver will not allow you to purchase PPV programs and some features of our interactive channels will be limited. **Do not connect your receiver to a digital PBX phone system — doing so may permanently damage your equipment and void your warranty.**

## Connections for Auxiliary Equipment

The following instructions apply if you are upgrading to a new TV or adding a surround sound system, DVD player/burner or VCR some time after your professional installation. Due to restrictions imposed by copyright holders, certain programming may include content protection measures that may restrict viewing or recording with certain consumer electronics equipment attached to the receiver. Please contact the manufacturer of such equipment for additional information.

Not all cables come with your digital satellite receiver; you may need to purchase additional cables depending on your setup.

**Note:** Never connect an IN to an IN or an OUT to an OUT. All A/V jacks and inputs are color coded. Always match the color of the plug to the same color of the jack.

**Tip:** To obtain the best picture quality, make sure the receiver is connected directly to the TV.

All of the video and audio outputs on your receiver offer good quality. Pick one of each from the list below, based on the connectors your TV supports; they are listed in order, with the highest quality options at the top of each list.

**WARNING:**

Do not connect your receiver (or any other equipment such as a TV or VCR) to the AC power supply until you have properly connected all the other cables.

## Video Connections

- S-video (one connector per receiver) provides good video, but does not provide audio. You will need to connect audio separately using the digital audio or RCA audio connectors.
- RCA jacks (two sets per receiver) provide good video and usually come bundled with three cables for one video and two audio channels.

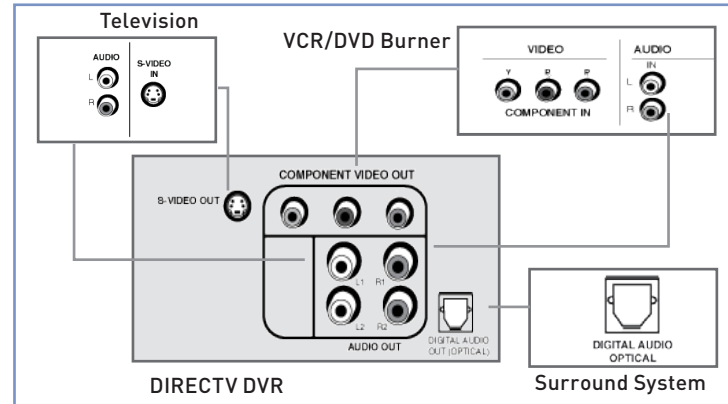
## Audio Connections

- Digital Audio Optical (one connector per receiver) provides excellent quality digital audio and is often used on newer surround sound and DVD equipment.
- Digital Audio Coax (one connector per receiver) provides high quality digital audio and is also found on newer surround sound and DVD equipment.
- RCA jacks provide good audio quality and are found on older auxiliary equipment.
- There are so many makes and models of TVs and auxiliary equipment, it is impossible to fully describe all of the possible connections between them and your receiver. Refer to the manuals for that equipment to see the connection options specific to each make and model. The following images show examples of how your receiver may be connected, using the supported video and audio connections for the TV, the surround sound, and the DVD player/burner or VCR.

### Example: TV with S-Video Connector

Here is an example of a TV that has an S-video connector as the best video input and RCA audio connectors as the best audio input and a surround sound system with a digital audio optical connector as the best audio input:

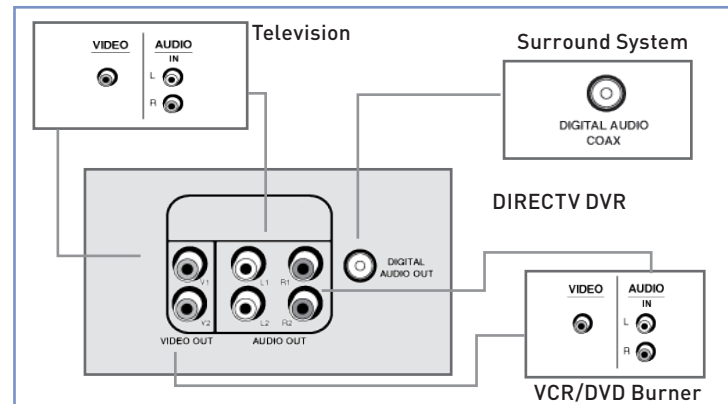
This example also shows using a VCR or DVD burner with RCA audio and video connectors.



### Example: TV with RCA Connectors

Here is an example of a TV that has RCA connectors as the best audio/video inputs and a surround sound system with a digital audio coax connector as the best audio input:

This example also shows using a VCR or DVD burner with RCA audio and video connectors.



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## System Setup

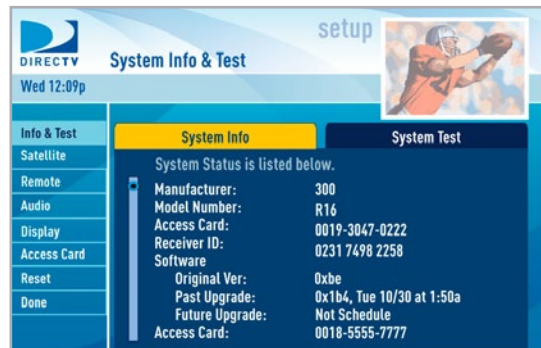
Press MENU, select “Parental, Fav’s & Setup”, then “System Setup”. Go to System Setup to review or change your system settings which include: audio options, video format, TV resolution, network setup, remote control setup and more.

### Info & Test

Select “Info & Test” to display the System Info & Test screen. Press the GREEN and RED buttons on your remote to move between the System Info and System Test screens. From the System Test screen, select “Run System Test” to initiate a test of the tuners, access card, receiver ID and phone line.

**Note:** Running the System Test will interfere with Live TV and any current recordings.

The System Info screen lets you review your basic system information such as receiver model, receiver ID, access card number and software version, as well as current receiver settings. This information can be useful during troubleshooting.



## Satellite

This option is used by installers when your system is initially set up; you should not have to use it. However, you can use this screen to view the satellite signal strength your receiver is getting or to repeat the satellite setup procedure.

## Remote Control

When the MODE switch on your remote is in the left-most position, it controls your DIRECTV Receiver. However, you can also program the AV1, AV2 and TV positions to control other equipment such as your TV, DVD, VCR or Stereo.

Select "Remote" and then select either "Program Remote", "IR/RF Setup", or "Receiver Mode".

## Program Remote

Follow the step-by-step instructions to set your remote to control your TV or other A/V equipment such as, a DVD player or surround sound system. For best results, it is helpful to know the model number and brand of your equipment.

This is also where you'll have the option to "Reset Remote" which clears the AV1, AV2 and TV modes.

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## IR/RF Setup

Certain remote control models feature RF (radio frequency) capability. Refer to the model number printed on the top left corner of your DIRECTV Remote Control. A letter R at the end of the model number (which may be followed by other letters) indicates that the remote supports radio frequency. If no letters follows the number, the remote works in IR mode only.

If you have a remote with RF capability you can change the remote's signal from Infrared (IR) to RF. While the IR signal requires a clear line of sight to the front of the receiver, RF signals let you put your receiver inside a cabinet or behind solid doors and still be able to command it from up to 200 feet away.

**Note:** Not all DIRECTV Receivers are RF-capable.

## Receiver Mode

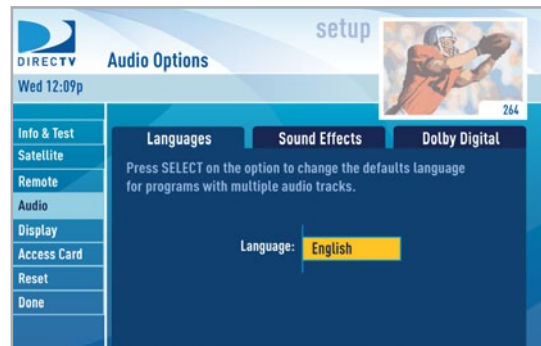
Select "Receiver Mode" if you want to use one remote to command a second DIRECTV® Receiver.

## Audio

Select "Audio" to make a persistent change to your audio settings.

Audio options include:

- **Language:** Select your preferred audio language, i.e. English, Spanish, Chinese, etc...
- **Sound Effects:** Select the volume of sound effects





- **Dolby® Digital:** Select whether you want Dolby Digital audio output on or off, i.e. for a surround sound system.

Not all TV programs deliver Dolby Digital 5.1 audio. Look for the Dolby Digital icon in the program description and Channel Banner.

“Audio” and then press the GREEN and RED buttons on your remote to move between the Language, Sound Effects and Dolby® Digital screens.

## Display

Press MENU, select “Parental, Fav’s & Setup”, then “Display” and then press the GREEN and RED buttons on your remote to move between the “Preferences”, “TV Ratio ” and “ Time Zone ” screens.

### Preferences

These are user interface display settings which include:

- **Guide shows:** Select whether you want the first press of the GUIDE button to take you directly to the program guide or to go to the category filter first. No matter which one you choose, pressing GUIDE a second time shows you the other option.
- **Language:** Select your preferred onscreen text language.
- **Scrolling Effects:** Turn scrolling effects on or off. This affects the appearance of large text areas when they scroll.



# System Setup

- **Banner Time:** Set the channel banner time to determine how quickly the banner disappears after moving to a new channel.
- **Recording Tips:** Choose whether to display onscreen tips when you press the RECORD button during live TV.

## TV Ratio

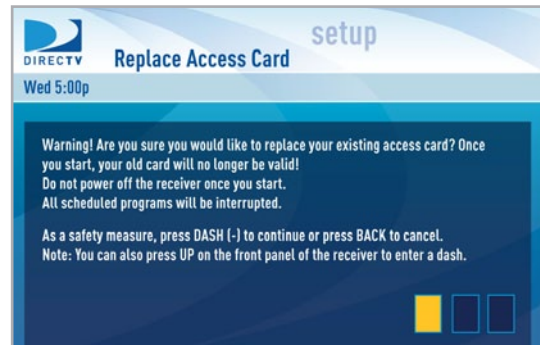
Select the “TV Ratio” tab to set the “aspect ratio” of your TV. Most Standard-Definition TVs are 4:3. Most high-definition (HD) TVs are 16:9.

## Time Zone

Select “Time Zone” to set your time zone and whether you want the receiver to show Daylight Savings time or not.

## Access Card

Do not select Access Card unless you have a new access card provided by DIRECTV. DIRECTV will provide new access cards and instructions when necessary. Follow the onscreen directions to replace your access card. You will need your old and new access cards to complete this process.

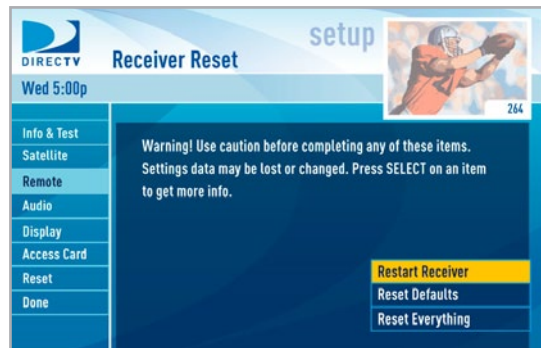


## Reset

The Reset screen lets you restart the receiver, reset to factory defaults, or reset everything.

- “Restart Receiver” is the same function as pressing the red reset button behind the access card door on the front of the receiver. This option does not affect your settings and scheduled recordings.
- “Reset Defaults” erases all of your personal preference items, such as parental controls, favorites, language and scheduled recordings, and restores the receiver configuration to how it was set at the factory.
- “Reset Everything”: Completely erases everything from system memory and starts over like a new receiver. **WARNING: All your recordings will be erased from the hard drive!**

**Note:** If Parental Controls are locked, you must enter your password to reset the receiver.





## CHAPTER 7 - HELP & TROUBLESHOOTING

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## Help

For helpful information about your receiver as well as, frequently asked questions (FAQs), press MENU, select “Customer Care & Help” and then select “Help Topics”.

You can also tune to Channel 1 to access the interactive DIRECTV Customer Information Channel. Watch videos on a variety of topics, such as your remote control, receiver features, and troubleshooting. To exit the Customer Information channel, press CHAN UP/DOWN, press GUIDE, or enter a channel number to tune to.

You can also find answers to all your questions on DIRECTV’s Answer Center at [support.directv.com](http://support.directv.com).

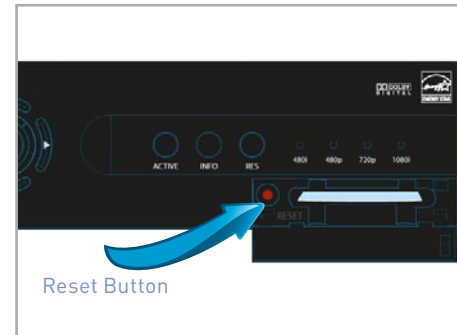


## Troubleshooting Tips

### Reset / Reauthorize Your Receiver

Many problems can be corrected by performing a simple reset of the DIRECTV® Plus DVR. If you experience frozen audio or video, blank screen, or the system won't respond to front panel button or remote control, try one of these:

- Press the red RESET button behind the access card panel door on the front of the DIRECTV® Receiver, then wait for program guide information to be acquired.
- If the problems persist, try unplugging the power cord of the DIRECTV DVR for 15 seconds, then plug it in again.
- If the above two items don't work, try reauthorizing your receiver. On a computer, go to [directv.com/reauthorize](http://directv.com/reauthorize) and follow the onscreen instructions. You will need to be logged into your account on [directv.com](http://directv.com) to complete this process.
- Running the System Test (at the end of this section) can also help you diagnose and solve many common problems. Note that resetting your receiver twice in a row will clear all your program guide data. It could take as much as 48 hours to reacquire all of it.



Reset Button

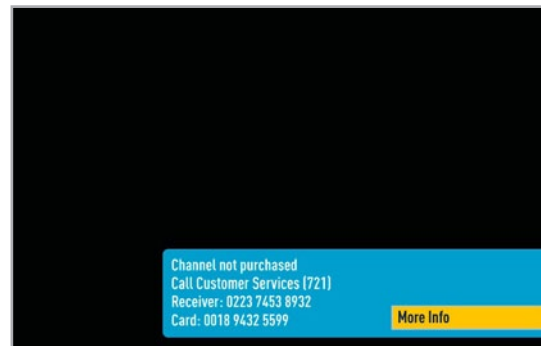
## System Software Updates

DIRECTV periodically sends system software updates to your receiver to improve performance and upgrade features and functions. These updates will occur automatically, usually at times when the receiver would likely be turned off. If your receiver is on when an update is sent, you will see an onscreen message and you may experience a disruption in reception for a few minutes. Your reception should return to normal after the update is complete. Your receiver must be plugged in to AC power to receive any updates.

## Onscreen Error Messages

There may be times when you see an onscreen message similar to the one on the right. The top line of the message gives a brief description of what causes the onscreen message to display, while the second line displays instructions to follow. Most onscreen messages supply an error code in parentheses. Go to [directv.com/troubleshooting](http://directv.com/troubleshooting) and select the onscreen error message for solutions.

The message at right shows an example of trying to view a channel that you have not purchased or that is not in your programming package. To resolve this error, call Customer Service at 1-800-531-5000 and mention the error code number when prompted.





## Run the System Test

The System Test allows you to run a basic diagnostics check on your DVR. If you are experiencing any trouble with your receiver, run the system test. It will also allow you to get your access card and receiver ID numbers or to initiate diagnostic procedures on your digital satellite receiver.

First make sure that:

1. All connections -- jacks, cables, etc. -- are in place correctly. See Chapter 6, "Connections for Auxiliary Equipment" for more information.
2. There are batteries in the remote control, and they are working correctly.
3. The access card is inserted in the DIRECTV Receiver.

Follow these steps to run the diagnostics system test on your DVR:

1. Turn on your TV and the DVR.
2. Slide the mode switch to the DIRECTV position to put the remote control in satellite receiver-controlling mode, then press MENU to display the Quick Menu.
3. Select "Parental, Fav's & Setup".
4. Select "System Setup", then "Info & Test".
5. Press the GREEN button to access the System Test tab and then select "Run Test".
6. If your system does not pass the System Test, check any of these potential trouble areas: cabling, pointing the satellite dish, phone connection and access card.
7. If you continue to have problems, call DIRECTV Customer Service at 1-800-531-5000.
8. You should run a system test several times before concluding that there is a problem. Occasional fluctuations in the phone line or satellite signal can give temporary false readings.

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## Progress bar freezes while Acquiring Guide Data / Data From Satellite

While the “Acquiring Guide Data” or “Acquiring Data From Satellite” message is on the screen, progress freezes during download.

### Possible Causes:

- This may be normal. After five minutes, the screen saver will display. Press any key on the remote to see the progress bar again.
- May happen if your satellite dish isn't adjusted properly.

### Solution:

- If satellite data acquisition still does not move forward, press the RESET button behind the access panel door on the front of the DIRECTV DVR and wait for program guide information to be acquired.

## Blue, black, gray or snowy screen

Your TV displays a blue, black, gray or snowy screen.

### Possible Causes:

- Your TV and/or your receiver are not powered on.
- The DIRECTV® Receiver and most TVs and VCRs let you toggle between different video sources. Your TV may be on a different input source than what you are trying to view.

### Solution:

- Check that DIRECTV® Receiver and TV are both powered on.
- If snowy screen, make sure your TV is on channel 3 or 4.
- Press TV INPUT on your DIRECTV remote to cycle through the “sources” or pieces of equipment whose signal is displayed on your TV. TV INPUT must be programmed to work; see Chapter 6, “System Setup, Remote Control” for instructions.

- Press the INPUT button on the TV remote control to change the video source.
- Press the TV/VCR button on the VCR remote or on the VCR's front panel.
- If problems persist, turn off all equipment connected to your TV, wait a few minutes, then turn the DIRECTV® Receiver back on.
- Check your connections and cables.

### DIRECTV DVR will not turn on

Your receiver won't turn on with either the remote or from the front panel.

#### Possible Causes:

- Remote batteries are dead.
- Receiver or power strip is not plugged in to a power source, or power cord is not plugged in to receiver.
- Wall outlet does not have power.

#### Solution:

- If remote is not turning on the receiver:
  - Make sure mode switch is all the way to left, then press PWR button on remote.
  - If still not responding, check batteries – green light should blink when any key is pressed.
    - If steady blinking, replace batteries.
    - If solid green light, make sure nothing is blocking the IR sensor.
- If receiver does not respond to pressing the buttons on the front panel of the receiver:
  - Verify power cord is plugged in at both the wall outlet and rear panel of the receiver.
- If receiver is plugged into a wall outlet, make sure it is not controlled by a wall switch.
- If receiver is plugged into a power strip, make sure power strip is working. If the power strip is not working, press the reset button on the power strip OR unplug and plug back in (not all power strips have a reset button).

## DIRECTV DVR turns off while playing

Your receiver turns off unexpectedly.

### Possible Causes:

- Excessive heat may have caused the receiver to go into a standby state.
- Electronic protection circuit may have been activated due to a power surge.
- You may have blown a circuit breaker or be experiencing a power outage.
- Parental viewing limits may have been activated on your DIRECTV® Receiver.

### Solution:

- Ensure that your receiver has plenty of ventilation and that nothing is on top of the receiver.
- Wait 30 seconds for internal circuits to reset, then turn receiver back on.
- Check the circuit breakers in your home.
- Consider using a line conditioner or surge protector.
- Consult an electrician if the problem is frequent or severe, especially if other household appliances or electronics are affected.
- If parental limits are active, turn your DIRECTV® Receiver back on and enter your parental lock code at the prompt.

## DIRECTV DVR turns on or changes channels unexpectedly

Your receiver changes to a different channel without a remote control command.

### Possible Causes:

- A scheduled recording may be about to begin, so the receiver is changing channels to record the show as requested.
- Your TV's timer may have been activated.

**Solution:**

- Check your To Do List to see if there are other scheduled recordings. Press MENU, select “Manage Recordings”, then “To Do list”.
- Check your TV owner’s manual to turn off the TV’s timer.

**Blank screen**

There is nothing on your TV screen.

**Possible Causes:**

- Your TV and/or your receiver are not powered on.
- Your receiver may be hooked up to the TV incorrectly.
- You may be on the wrong video source for your DIRECTV® Receiver.
- You may be tuned to a channel that is not currently broadcasting, or that you don’t subscribe to.

**Solution:**

- Check that DIRECTV DVR and TV are both powered on.
- Read Chapter 6, “Connections for Auxiliary Equipment” for instructions about connecting your receiver.
- Press the INPUT button on the TV remote control to change video source.
- Try another channel and see if you have live video.
- Press the POWER button on the front panel of the DIRECTV® Receiver.
- Press the red RESET button behind the door on the front panel of the receiver.

### Temporary loss of the satellite signal, “frozen” picture, or picture breaks into blocks / pixels

The image on your screen is frozen, blocky, or you see a message that says, “Searching for Satellite Signal (x 771).

#### Possible Causes:

- Severe weather (rain, snow, hail etc.) may cause this issue.
- There may be an obstruction to your dish (debris, snow, ice, etc.) or a building or tree that blocks your line of sight to the satellite.
- There may be a problem with the cables running from your satellite dish to your DIRECTV® Receiver.
- If the picture is frozen, blocky, or pixels, there may be a problem with the transmission from the source.

#### Solution:

- Weather issues are usually temporary. Wait for the weather to clear and your signal should return to normal.
- If there are no weather problems in your area, reset your DIRECTV DVR using the red RESET button behind the door on the front of the receiver or by unplugging the receiver for 15 seconds and then plugging it back in.
- You can also check all the cable connections between your DIRECTV DVR and the satellite dish for loose or broken connections.
- If the problem is coming from the program source (for example, you see the problem on one channel, but not on any others), wait for the broadcasting channel to resolve the issue.
- If there are obstructions blocking the dish’s clear view of the satellite, you should contact a professional to remove them or a DIRECTV installer at 1-800-531-5000 to relocate your dish.
- If your signal strength is lower than 70 (60 or lower on HD receivers) on most transponders in good weather, contact a professional installer to realign your dish or call us at 1-800-531-5000.

## Partial programming loss; Channels missing from the Guide; Channel is in the Guide but I can't tune to it

Your Program Guide is missing channels, or you are unable to use the guide to tune to a channel.

### Possible Causes:

- The channels might be excluded from the Favorites list currently in use.
- Your satellite dish may be incorrectly configured.
- Your receiver information may need to be refreshed.

### Solution:

- To change your Favorites List, press GUIDE on the remote, then press the YELLOW button and select "Change Favorites List", then "All Channels".
- Enter the channel number using the number pad on the remote control.
- Check the dish type set in your receiver's preferences: Press MENU, then select "Parental, Fav's & Setup" and then "System Setup".) Check the Satellite Dish Type shown on the System Setup screen to see if it is correct. If not, select "Satellite" from the left menu, then select "Repeat Satellite Setup". Follow the steps. From the Satellite Dish Type screen, make sure the proper dish type is selected.
- To refresh your receiver information, go to [directv.com/reauthorize](https://directv.com/reauthorize). You will need to be logged into your account on [directv.com](https://directv.com) to complete this process.

## My video and audio are out of sync

The audio track does not match the lip movements on the screen.

### Possible Causes:

- Problem with how the program was produced or how it was sent to DIRECTV for broadcast.
- Your surround sound system may be out of sync, or may be set up incorrectly.

### Solution:

- Change the channel on your DIRECTV® Receiver. This may re-sync the audio.
- Rewind the program for about 5 seconds, then fast forward to live programming.
- Try replacing the cables between your surround sound system and your DIRECTV Receiver. Refer to your surround sound system's manual for assistance.
- If the issue continues, reset your DIRECTV Receiver. Press the RESET button behind the access panel door on the front of the DIRECTV Receiver. You can also press MENU, press SELECT "Parental, Fav's & Setup", then select "System Setup". Select the "Reset" item from the left menu and follow the onscreen instructions.

## No Audio with Picture

You can see a picture from your DIRECTV® Receiver, but there is no sound.

### Possible Causes:

- A setting (such as mute or volume) may have changed on the receiver or your TV.
- The cables between your TV and the receiver may not be connected properly, or there may be a problem with an external stereo or surround sound system.
- Verify that your surround sound system is working, if applicable.



**Solution:**

- Verify “MUTE” button not activated.
- Raise or lower the volume. Did volume meter display on TV?
- Test sound on TV by changing the input to another source, such as a DVD player, game box, or antenna.
- If connected to stereo or surround sound system, verify components are on and set to the correct mode, and that audio cables are secure and connected correctly.
- If the issue continues, reset your DIRECTV® Receiver. Press the RESET button behind the access panel door on the front of the DIRECTV® Receiver. You can also press MENU, select “Parental, Fav’s & Setup”, then select “System Setup”. Select the “Reset” item from the left menu and follow the onscreen instructions.

**Caller ID not working**

Caller ID information isn’t showing on your TV screen when phone calls come in.

**Possible Causes:**

- You don’t subscribe to Caller ID service through your local phone company.
- The Caller ID feature in your DIRECTV® Receiver is turned off. See “Caller ID” in Chapter 5.
- You are using a wireless phone jack, which usually will not transmit Caller ID information.

**Solution:**

- Contact your local phone company to subscribe to Caller ID service.
- Turn on Caller ID notification. Press MENU select “Caller ID” and then select “Turn On Notices”.
- Verify that your wireless phone jack transmits Caller ID information. If not, connect a standard phone cable to your receiver or replace your wireless phone jack.

### A program I tried to record does not show up in the My Playlist screen

You wanted to record a program to watch later, but it is not listed in your Playlist.

#### Possible Causes:

- Someone else may have prevented the recording or erased the program after it recorded.
- The recording may have been cancelled due to a conflict with another program with higher priority in the Prioritizer.
- The program may have been blocked by Parental Locks.
- You may have deleted a Series recording. If you delete a Series by pressing RECORD on an episode in the Guide, you cancel the entire series, not just the highlighted episode.

#### Solution:

- To see if the program was recorded then deleted, press MENU, select "Manage Recordings", then in the left menu, select "History".
- If the recording was cancelled due to a Prioritizer conflict, you will need to record the program again and if necessary you will need to adjust the programming priority. See "Manage Recordings, Prioritizer" section in chapter 4 for details.
- Check the Parental Locks on your receiver and TV. Adjust the content ratings, if necessary.

### I wanted to record a program, but I got an error message saying it conflicted with another scheduled record. What do I do?

Your DIRECTV DVR can record up to two programs at once, or it can record one program while you watch another live program.

#### Possible Causes:

- You tried to record three programs at the same time or tried to watch a live program while recording two others at the same time.
- There was an overlap in the programs you tried to record.

**Solution:**

- If you tried to record three programs at once, or watch a live TV program with two others recording, you will need to decide which recording to cancel.
- If the overlap is a couple of minutes (for example, some networks occasionally start programs at 8:59 instead of 9:00 p.m.), adjust your recording start and end times in the Recording Options. See Chapter 4, “Changing a Record Option”.

**I recorded a program, and the recording got cut off just before the end so I missed the last bit of the program**

Your recording stopped before the program or event ended.

**Possible Causes:**

- The program you were trying to record may have started or ended early.
- If you were trying to record a sporting event, the event may have run over its allotted time.
- You may have had a recording conflict with a higher priority program.
- Someone may have manually ended the recording.

**Solution:**

- Try setting the end time of the recording in the Record Options so the recording ends one or two minutes later (or more, if necessary). You may be able to record the same program again later in the week. Check the Program Guide for additional showings.
- For sporting events, you may want to extend the recording stop time 15 minutes or more to protect against overtime games.
- If you had a priority conflict, try adjusting your start and end times. You may need to choose a different time slot to record a program if the conflict continues.

### A program I recorded was displayed in the My Playlist screen, but got deleted before I could watch it

Your recording(s) were deleted before you had a chance to view them.

#### Possible Causes:

- Someone else manually deleted the program.
- The hard drive on your DVR is full. The program may not have recorded.
- The receiver may have deleted older recordings to make room for newer ones.
- You exceeded the allotted purchase or viewing time on a Pay Per View movie or event.
- Bad weather may have caused a loss in signal. Your receiver will automatically delete these incomplete programs.

#### Solution:

- Delete some of the content on your DVR to make room for new recordings.
- Change your recording options to keep programs until you delete them manually. See "Recording a Single Show" or "Recording a Series" in Chapter 4 for details.
- You can also change a recording you've already made to "Keep Until I Delete". See "Managing My Playlist" in Chapter 4.
- To avoid this in the future, you can change settings for recordings that you've set to occur in the future, but haven't recorded yet. Press MENU, select "Manage Recordings", then "To Do List", choose the show you want to change and select it, select RECORD, press SELECT on "Keep...", press SELECT on the "Keep Until" box to change it to "I Delete", use the ARROW button to move over to Update and press SELECT.
- If you recorded a DIRECTV CINEMA movie or Pay Per View event, but did not watch it, the time which you are allowed to purchase or watch it may have expired. To avoid this in the future, check your Pay Per View recordings in the My Playlist screen for expiration dates.

## I've set up a series recording, but now I get a bunch of reruns and multiple copies of the same program

Your DVR is getting full of duplicate recordings of the same program, or old episodes of the chosen show.

### Possible Causes:

- Your series is set to record both First Run and Repeat episodes.
- The programmer may not provide enough details in the program description for your receiver to determine whether the program is a repeat.

### Solution:

- When you set up a series, make sure you select only the First Run option. This is the default for one-touch recording unless you have changed your default recording settings.

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## My remote control doesn't work

### Possible Causes:

- Weak batteries are almost always the problem.
- Trying to operate equipment other than your DIRECTV Receiver?
- Remote sensor on the receiver could be blocked.

### Solution:

- Check that nothing is between the remote control and the remote sensor.
- Make sure the remote control is in DIRECTV mode. Slide the MODE switch on the remote to the DIRECTV position so the remote will control the DIRECTV® Receiver.
- Check the batteries in the remote control. They may be weak, dead or installed incorrectly. Try replacing batteries.
- If you're entering a channel number that is less than four digits long, the receiver might wait two seconds before tuning to the channel. Press ENTER after entering a channel number to tune immediately.
- If you are trying to operate a device other than the DIRECTV DVR that you have programmed the remote to control, make sure you first slide the MODE switch to the mode that is programmed for that device (AV1 or AV2). The indicator light for the component you're trying to control should light up when you press a valid key for that component. If it doesn't, make sure the MODE switch is in the correct position.
- Make sure the device you are trying to control has been programmed to your DIRECTV Remote Control. See Chapter 6, "System Setup, Remote Control" for instructions on how to program your remote to control other devices.
- If the indicator lights on the remote control start flashing, the batteries in the remote control are running low and should be replaced soon. You may also see an onscreen message that the batteries are low. Note that when you replace the batteries, you should not have to reprogram your remote to control other devices unless the batteries have been completely dead for a month or more.

## CHAPTER 8 - WARRANTY AND OTHER INFORMATION

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## Limited 90-Day Warranty

DIRECTV warrants your DIRECTV Plus® DVR (Model Number: R16, R22) and any included accessories against defects in material or workmanship for a period of ninety (90) days after the date of acquisition.

### Who is Covered?

You must have proof of acquisition to receive warranty service. A receipt or other document showing that you acquired the product is considered proof of acquisition. THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER ACQUIRER OR ANY PERSON RECEIVING THE DIRECTV PLUS® DVR AS A GIFT FROM THE ORIGINAL CONSUMER ACQUIRER AND TO NO OTHER ACQUIRER OR TRANSFEREE. THIS WARRANTY DOES NOT EXTEND TO COMMERCIAL USERS. THIS PRODUCT IS NOT AUTHORIZED FOR USE OUTSIDE THE UNITED STATES AND ANY SUCH USE VOIDS THIS WARRANTY.

### What is Covered?

Warranty coverage begins the day you acquire the product. For ninety (90) days from the acquisition date, at the option of DIRECTV, the DIRECTV Plus® DVR will be repaired or replaced with a new, repaired, refurbished or comparable product (whichever is deemed necessary) if it becomes defective or inoperative. This exchange is done without charge to you for parts and labor. You will be responsible for the cost of shipping to and from the location designated by DIRECTV. If DIRECTV cannot reasonably repair or replace the Receiver then DIRECTV may, at its sole discretion, refund the price you paid for the product or the current retail price of the product.

All products, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires. After ninety (90) days from the date of acquisition, you pay for the replacement of all parts, and for all labor charges.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.



## What is Excluded?

### Your warranty does NOT cover:

Labor charges for installation or setup of the product.

Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the product.

Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of DIRECTV.

Incidental or consequential damages resulting from the product. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

Any modifications or other changes to the product, including but not limited to software or hardware modification in any way other than as expressly authorized by DIRECTV will void this limited warranty. Except in the case of hardware or software provided by DIRECTV, installing software modifications, “hacks” or utilizing service access or “back doors” will void this limited warranty.

Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit.

A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications.

A product used for commercial or institutional purposes.

DIRECTV makes no warranty that the access connection will be a local (not long distance) phone call.

The continued provisioning of any of the programming and other services delivered through the Receiver including but not limited to television programming, show information, program guide data, and scheduling information.

## Make Sure You Keep...

Please keep your receipt or other document showing proof of acquisition. Attach it to this User Guide (see page 12) and keep both nearby. Also keep the original box and packing material in case you need to return your product.

## Before Requesting Repair Service...

Please check the troubleshooting section of this guide. This may save you a call to DIRECTV Customer Care.

## To Get Warranty Service...

Warranty service will be provided by DIRECTV. If you believe you need service for your Receiver, contact DIRECTV at 1-800-531-5000. A representative will go through a diagnostic checklist with you. If it is determined that the product needs to be returned for service or exchanged, you will receive a return authorization number. The representative will give you complete shipping details.

## To Get Out-of-Warranty Service...

To obtain out-of-warranty service contact DIRECTV at 1-800-531-5000 for information on the possibility of and any costs for repair or replacement of out-of-warranty products.

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**DIRECTV**  
2230 E. Imperial Hwy  
El Segundo, CA 90245  
1-800-531-5000

Safeguard your DIRECTV® System with the ultimate in professional technical service. For a low monthly fee, the DIRECTV PROTECTION PLAN covers the components of your entire DIRECTV® System, giving you affordable peace of mind and comprehensive support to ensure that you and your family enjoy nonstop DIRECTV® entertainment.

## DIRECTV PROTECTION PLAN Benefits

Your DIRECTV Limited Warranty provides certain remedies for this receiver during the stated coverage term. The DIRECTV PROTECTION PLAN provides comprehensive coverage for your DIRECTV® System, including:

Professional In-home service calls when needed	Dedicated Technical Support 24-hour a day
Power surge related repairs including those caused by lightning	Unlimited dish antenna alignments
Cables, switches, and associated wiring throughout your home	Replacement of defective receiver equipment (if problem can not be resolved over the phone)*
Defective remote control replacements	All parts and labor for repair

**All this — for one low monthly fee — covers every DIRECTV component and receiver on your account.**

## Sign up today for the DIRECTV PROTECTION PLAN

Call 1-800-531-5000, or log in at [directv.com/protection](http://directv.com/protection) to sign up for the DIRECTV PROTECTION PLAN.

The DIRECTV PROTECTION PLAN is offered by AIG Warranty Guard and underwritten by New Hampshire Insurance Company on behalf of DIRECTV where authorized by law. Certain limitations may apply. Pricing, terms and conditions of the DIRECTV PROTECTION PLAN are subject to change. Full terms and conditions will be mailed to you prior to service billing and are available at [directv.com/protection](http://directv.com/protection).

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

DIRECTV, Inc.

2230 E. Imperial Hwy

El Segundo, CA 90245

1-800-531-5000

- Trade Name: DIRECTV
- Type of Equipment: DIRECTV Satellite Receiver
- Model Number: R or HR

Federal Communications Commission (FCC): This equipment complies with both Part 15 and Part 68 of the FCC rules.

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

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This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by removing and applying power to the equipment, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving satellite dish antenna.
- Increase the separation between the equipment and the DIRECTV Receiver.
- Connect the equipment into an outlet on a circuit different from that to which the DIRECTV Receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- CAUTION: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

The user may find the following booklet, prepared by the Federal communications Commission, helpful: "How to Identify and Resolve Radio and TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, DC. To meet FCC requirements, only peripherals (computer input/output devices, terminals, printers, etc.) certified to comply with Class B limits may be attached to this device. Operation with non-certified peripherals is likely to result in interference to radio and TV reception. To meet FCC requirements, shielded cables are required to connect the device to a personal computer, peripheral, or other Class B certified device. This equipment complies with Part 68 of the FCC Rules and the requirements adopted by ACTA. On the back of this equipment is a label that contains a product identifier in the format US:AAAEQ##TXXXX.

If requested, this information must be provided to your telephone company. This equipment uses the following USOC Jack: RJ11C. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.

See installation instructions for details.

The REN is used to determine the number of devices that may connect to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5.0).

To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. The REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without the decimal point (e.g., 03 is a REN of 0.3).

If this DIRECTV® Receiver causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If trouble is experienced with this unit, for repair or warranty information, please contact DIRECTV Customer Care at the address and phone number listed below. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

### **DIRECTV**

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El Segundo, CA 90245

1-800-531-5000

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this DIRECTV Satellite Receiver does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your alarm company, telephone company or a qualified installer.

**DO NOT DISASSEMBLE THIS EQUIPMENT.** It does not contain any user-serviceable components.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources.



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YOUR USE OF THE RECEIVER CONSTITUTES YOUR ACKNOWLEDGEMENT THAT YOU HAVE READ THESE TERMS AND AGREE TO BE BOUND HEREBY.

## G. Additional Information

Certain additional terms and information for the Software and certain third party software (including the text of licenses applicable to any free, open source and other similar software that may be included in the Software) may be found in the DIRECTV website located at [www.directv.com](http://www.directv.com), and the GNU website located at [www.gnu.org](http://www.gnu.org).

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Attention: Vice President, STB Engineering  
DIRECTV  
2230 E. Imperial Highway  
El Segundo, CA 90245

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Version 2, June 1991

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## APPENDICES

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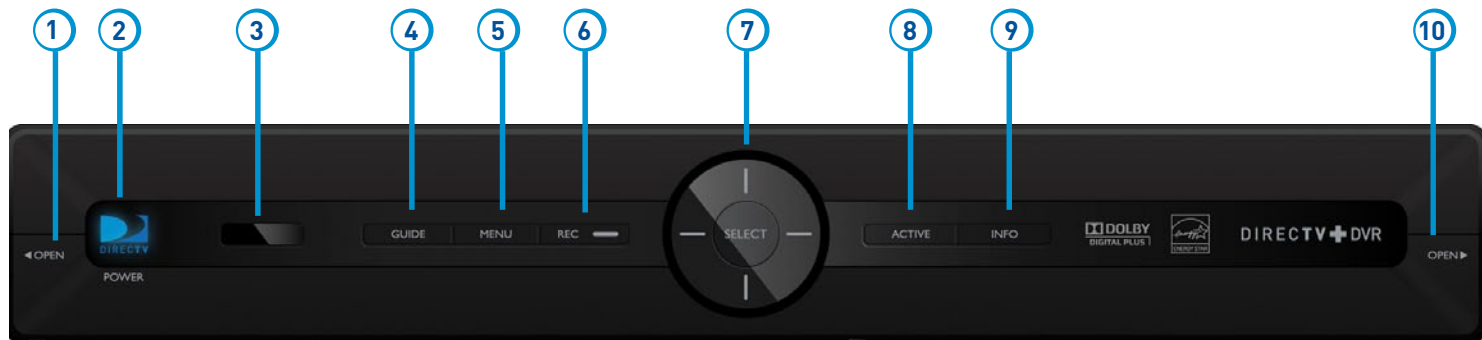
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### DIRECTV Plus® DVR

#### FRONT PANEL:

The buttons on the front panel perform the same functions as the remote control. You can use the front panel buttons at any time, but they are there just in case you misplace your remote control or the batteries die.

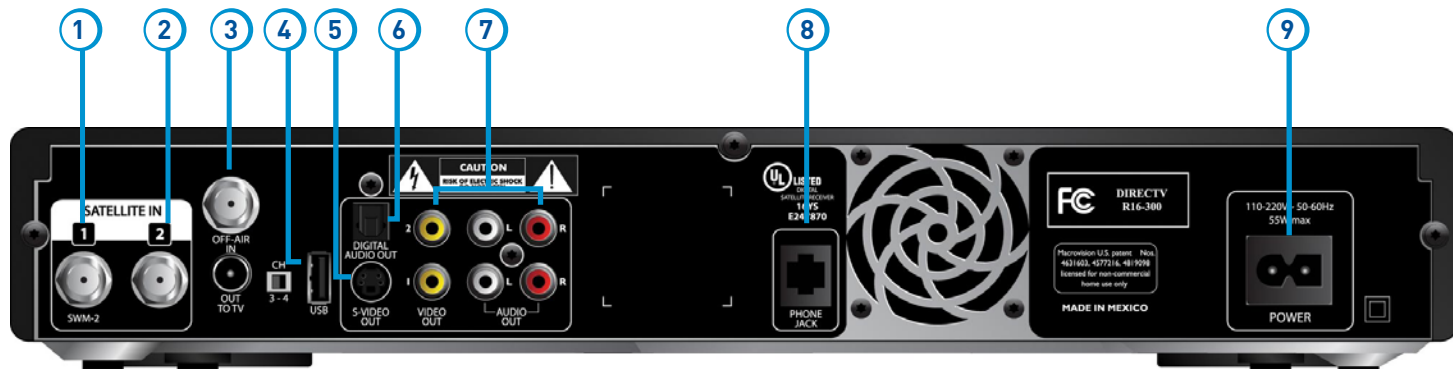
Besides the buttons on the front panel that are similar to the remote control, here are the other important items:



*Your equipment may not look exactly like the model illustrated.*

1. **DOOR PANEL, USB PORT** – For future use. USB 2.0 Host(FRONT/REAR EACH 5V = 500mA)
2. **POWER** – Turns your DIRECTV Plus® DVR on or off. Your DIRECTV Plus® DVR still records and receives messages when powered off. The power light flashes when you press a key on the remote to let you know it has received the command.
3. **REMOTE SENSOR** – The infrared sensor picks up commands from the remote control. You cannot have any opaque object between the remote and this sensor or else the command will not get through. If you have an optional RF remote, this sensor is not used. With an optional RF remote you can place your receiver inside a cabinet or any non-metal enclosure and it will receive the remote control commands up to 200 feet away.
4. **GUIDE** – Displays the onscreen program guide.
5. **MENU** – Brings up the Main Menu to access settings and services.
6. **REC** – This button lights orange to indicate a recording is in progress.
7. **SELECT** – Selects the item highlighted.
8. **ACTIVE** – Displays the DIRECTV Interactive Home Page - local weather and more!
9. **INFO** – Displays channel banner or info for a highlighted program or channel cell.
10. **DOOR PANEL** – The access card slot, RESET button, receiver ID and model number are located behind the door panel.

## BACK PANEL:



*Your equipment may not look exactly like the model illustrated.*



1. **SATELLITE IN 1 (SWM-2)** – Connect one line from your satellite dish here. A Single Wire Multi-Switch (SWM) connection, if applicable, is made to this satellite in port.
2. **SATELLITE IN 2** – Connect the second line from your satellite dish here.
3. **OFF AIR IN** – Connect a standard TV antenna or cable feed to the DIRECTV Receiver using this jack.
4. **USB** – For future use. USB 2.0 Host(FRONT/REAR EACH 5V = 500mA)
5. **S-VIDEO OUT** – A Standard-Definition video output.
6. **DIGITAL AUDIO OUT OPTICAL** – Use this digital audio connection for sound.
7. **RCA-Audio/Video Jacks** – Standard-Definition output. You can use the entire row of RCA connectors (yellow, white and red) to feed a VCR or DVD player/burner.
8. **PHONE JACK** – Connect your phone line here to enable Pay Per View purchasing and Caller ID (if your phone service package includes it).
9. **POWER** – Your receiver must be plugged in at all times to function properly.

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**DVR User Guide Version 3.8B - 080612**





# Icon Reference

Arrow Icons		Indicate that a show's start or end time is earlier or later than is visible in the Guide program cell.
		LEFT and RIGHT arrows on the remote offer special functionality.
		Objects are scrollable above or below the visible window.
		UP and DOWN arrows on the receiver front panel offer special functionality.
Other Icons		Indicates a program is set to record.
		Indicates record has been set for all episodes of an ongoing program.
		Indicates showing that was set by the user conflicts with another showing.
		Indicates showing that was set by the user was canceled by the scheduler due to an unexpected conflict.
		Shows Autorecord has been set for matching programs in a Search.
		Indicates a recorded or live-stored video is fast forwarding at normal speed.
		Indicated a recorded or live-stored video is rewinding at normal speed.
		Indicates current video is paused.
		This key plays current video when paused; it displays the control bar when already playing.
		Denotes one or more alternate audio tracks available for a program.
		Indicates one or more new messages are in the Inbox.
		Shows that Parental Control limits are currently "locked".
		Shows that limits are temporarily unlocked.
	Shows that there are no current limits imposed.	
	Indicates a rating level or channel that is blocked via Parental Controls.	

## Other Icons



Program is currently downloading.



Indicates program shown in letterbox format.



Denotes an error condition has occurred.



Appears when at least one rating or channel is allowed.



Appears when at least one rating or channel is blocked.



Used to create/enter passcodes in parental controls.



On screen color hint indicating a special function activated by pressing the related color button on the remote control.



Indicates the scheduled PPV is set to purchase.



Program is currently downloading.



Indicates the program is/will be broadcast in High-Definition format.



Indicates program is ready to watch.



Indicates a Program is in the Queue.



All episodes of an ongoing programs are in the Queue.



Indicates a program is about to expire



Indicates that the programs comes from DIRECTV CINEMA.



Indicates a recorded program is not available for viewing.

