This DIRECTV Set Top Box meets ENERGY STAR guidelines.*

*May not apply to older models.
Welcome to the DIRECTV Family!

Welcome to the DIRECTV Plus® DVR (Digital Video Recorder). Now that you’re plugged in, it’s time to start enjoying your access to over 265 channels of TV programming, including 65 channels of XM radio, plus an extensive Pay Per View selection and, if you connect your receiver to the Internet, access to DIRECTV on Demand where you can download from a library of thousands of shows via your home broadband service. This User Guide will take you step by step through everything from pushing the POWER button to recording your favorite programs.

If you’re new to DVRs or just want to know the essentials, simply read the Chapter 1 Quick Start. If you want to become an expert, read Chapter 2 to get all the details.

This user guide applies to Standard Definition (SD), as well as High Definition (HD) DVRs. Sections devoted exclusively to HD DVRs are marked with the HD ONLY icon and placed on a light blue background.

Getting Connected

If a professional installed your DIRECTV® Receiver, you are 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 3: Installation and Connections.

**IMPORTANT:**

- You must subscribe to DIRECTV DVR service in order to use the recording features.
- You must subscribe to the HD Access fee in order to be able to view the HD channels included in your programming package.
- DIRECTV hardware, programming, DVR service and HD Access fee available separately.

For information and pricing regarding programming, DVR service and HD Access fee, please visit directv.com.
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Safety & Care

Your DIRECTV Plus® DVR 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 used 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 Plus® DVR into a surge protector to prevent damage from fluctuations in your power supply.

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**TIP:** We highly recommend plugging the DIRECTV Plus® DVR 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.
- To reduce the risk of fire, use only No. 26 AWG or better telecommunications line cord.

**For your information:** The identification sticker can be located underneath or on the back 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.
CHAPTER 1 - QUICK START

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This universal remote control is your touch point to the system, so we’ll start there.

**Turning 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 for any other reason, press MENU, choose Parental, Fav’s & Settings, then System Setup, then Remote, then Program Remote and follow the step by step instructions.

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 on-screen message will pop up to alert you.
Chapter 1 - QUICK START

Navigation and Destination Buttons

You already know how to use the buttons on the bottom half of the remote. The digit keys, volume, etc. work the same way they do on any other remote. These 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. Press the LIST button to go to your Playlist of shows you have recorded. 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. (You can also use the LEFT ARROW button to step backward one column at a time.) The MENU key 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.

Short Cut 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 short cuts 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 short cut. You’ll see several examples in this chapter.
Using Your Remote Control

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.

Here are the DVR functions:

**PLAY/SLOW MOTION**
Starts the recorded video or paused live TV currently on screen. Hold this button down for slow motion.

**PAUSE**
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**
Fast-forwards recorded or live-stored video. Press up to four times to fast-forward at increasing speeds. Hold this button down to go to the next 15-minute tickmark. (Pressing play returns to normal play.)

**REW**
Rewinds recorded or live-stored video. Press up to four times to rewind at increasing speeds. Hold this button down to go to the previous 15-minute tickmark. (Pressing play returns to normal play.)

**RECORD**
Automatically records live TV. (One-touch record works on highlighted 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**
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.

**SKIP**
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.

Note: If by chance you temporarily misplace your remote control or the batteries die, you’ll find the essential buttons on the front panel of your DVR!
The Progress Bar

When you use the DVR control buttons, this quick reference bar appears at the bottom of the screen to show you 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.

The left end of the green bar shows how far back in time you can go.

The white line shows which portion of the program you are viewing.

The right end of the green bar shows how far ahead you can go.

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.
To see what’s showing, press the GUIDE button to bring up the on-screen program guide. The guide holds 14 days of programming information for you. You can navigate in the guide three ways: 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 short cuts (i.e. use the GREEN button to move ahead in time 12 hours, once there use the red key to come back 12 hours). If you press GUIDE twice, you’ll see a screen that lets you filter the guide. See Chapter 2 “Program Guide Features and Options”, “Filtering the Guide” for details.

Your DIRECTV-provided local channels can be found in the guide from channel numbers 2 through 69. If you live in one of the few places in the U.S. where DIRECTV does not provide local channels, you may be using the DIRECTV AM21 Off-Air Tuner to receive them. Please refer to that manual for information about those channels.
DIRECTV has a tremendous offering of HD channels and they are spread throughout the guide. To find them, look for HD after the channel call sign (i.e. STZHD or CNNHD) in the channel column of the guide and also look for HD after the program title in the guide. If you want to see only the HD version of a channel in the guide go to chapter 2, section Parental, Fav’s & Settings/Settings/Display for instructions on how to make that setting.

Channels in the guide that are not part of your subscription package are shown grayed out. You can customize your guide to hide those channels. See Chapter 2 “Program Guide Features and Options”, “Customizing the Guide” for details.
Mini-guide

Once you are watching your show, if you want a quick look at what’s on next, press the BLUE button to bring up 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.

Channel Banner

Once you see a current show in the guide that you want to watch, press SELECT and the receiver will tune to that channel. Then you will see a brief channel banner showing you the program name, channel number, date, time and other information. You can bring up the channel banner at any time by pressing the INFO button. The icons near the upper right give you more information about your show or your system such as whether a second audio language is available or if you have a system message waiting. Go to the inside of the back cover of this manual to get an explanation of all the icons. If your program has an alternate audio track, press the GREEN button to hear it.
Interactive Channels

The DIRECTV ACTIVE® channel is the home of DIRECTV Interactive Service. Press the ACTIVE button on your remote to get the latest weather, horoscopes, lottery results and more. Interactive channels are unique because in addition to video and audio, they also contain a software application that lets you interact with what you see on the screen. When accessing these channels you will have to wait a few seconds for the software to download. The channel is ready to interact when the yellow highlight box appears. When you want to exit an interactive channel, simply 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.

Take a look at the program guide from channel 100 to 115 to find some of the other Interactive channels. The NewsMix and SportsMix channels let you see 8 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 in full-screen mode, simply move the yellow highlight box on top of it and press SELECT.
The Game Lounge™ service contains memory and skill games that you can play on-screen using only your remote. There are free as well as subscription-only games to play. If you are good enough, you will see your name on the leader board.

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

In the guide you will also notice from time to time a special row sandwiched between channels. We use these “banners” to post important messages, or helpful hints, or to alert you to new products or services. If you are interested, simply press SELECT on the banner and it will take you to that destination.

Main Menu

You don’t really need it to surf through live TV, but the Main Menu can take you anywhere in the system, except to the guide. We’ll talk about it a lot more in Chapter 2, but for now the most important places on the Main Menu are MyPlaylist (that lists your recorded shows), Search for Shows (where you can search for programs you’d like to record), and Manage Recordings (where you go to adjust the recordings the DVR is set to make). Press MENU once to see the Main Menu. Press MENU again (or EXIT) to make it go away.

By the way, the next to last item in the Main Menu (Customer Care & Help) is where you can go to see a help video or use the Help glossary.
Viewing Live Television

Pay Per View

You don’t have to go out for the best and biggest movies and special events! Recent hits and events like sports, comedy and more are available 24 hours a day on DIRECTV Pay Per View. You’ll find them listed in the program guide starting around channel 120.

To buy a program, tune to it directly or press INFO on the highlighted program in the Guide. Select the Buy option and follow the on-screen instructions. As long as your receiver is connected to a land-based phone line, you can use your remote to order.

You can cancel your Pay Per View order for any reason as long as none of the program has been viewed. Your receiver will let you record Pay Per View programs before you buy them. You will only be charged if you watch them. If the program has already been recorded, press LIST, highlight the show and press the RED button to delete it. If the program 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 delete it.

Note:
You can also order your DIRECTV Pay Per View movies and events on the Internet at directv.com or over the phone at 1-800-531-5000. Keep in mind, though, there is an additional ordering fee for purchases placed over the phone.
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.
Finding and Recording Programs

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 “Record Once” from the on-screen 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 and you see it in the guide or To Do list, press INFO to bring up this screen. If you want change a recording option for that one show, select Record Once and choose whichever option or options you want to change. If you want to change a recording option for every show in a 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 on-screen message will appear giving you the choice to Keep Recording (in case you press RECORD accidentally), Stop and Keep (what you’ve recorded so far), or Stop and Delete (what you’ve recorded so far). This is an easy way to cancel a recording.
Recording an Entire 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 above, 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, then select More Info and then “Rec. Series” from the on-screen 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”. See middle image on page 24.

Stopping an In-progress Recording

If you press the RECORD button a third time on a series, an on-screen message will appear giving you the choice to Keep Recording, Stop and Keep, or Stop and Delete.
Finding and Recording Programs

Searching for a Show

If you don’t see your show in the guide you can search for it as follows: Press MENU and select Search for Shows. If you know the title, select Title.

Use the on-screen keypad to spell it out. Each letter you add refines the search and produces a list of titles on the right. If you want to record a show, move the highlight to the show you want and press RECORD. See chapter 2 “Search for Shows” to get more details about this powerful search function.

When you see the show you want, move the highlight from the keypad to the list.
Finding and Recording Programs

Watching and Deleting Your Recorded Shows

To see your list of recorded shows, press MENU and select My Playlist. You can also go there directly by pressing LIST on the remote. Once there, use the arrow keys to highlight the correct show, press SELECT, then choose Play to start the show. Of course, you can use any of the DVR control buttons (like PAUSE, FFWD, SKIP, etc.) while watching your recorded show. If you press STOP, the show will stop, a menu of options will appear and the last channel viewed for live TV will appear in the upper right corner of the screen. You press EXIT or select Done to return to full-screen live TV.

If you want to delete a show from your playlist, simply use the arrow keys to highlight the correct show and press the RED button to delete the show. You will then be asked to confirm the deletion.
CHAPTER 2 - DETAILED INFORMATION

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- PARENTAL, FAV’S & SETTINGS ..................................................66
Filtering the Guide

In Chapter 1 you were told to press GUIDE once on the remote to bring up the program guide. That’s great if you know where you want to go or are just browsing the huge selection of DIRECTV channels. However, 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 what’s on for Sports or Movies or News. In that case, press GUIDE twice to bring up the guide filter.

You can also choose “HDTV Channels” to filter the guide to show only HD channels.

Simply use the arrow keys to get to the filter you want, press SELECT, and the guide will then show only that type of channel. Look for the label in the bottom left of the guide to see how it is being filtered. Since the filtering is temporary, it only lasts as long as you keep the program guide up on the screen. The next time you come into the guide, it will not be filtered.
**Guide Options**

From the program guide screen, press the YELLOW button to bring up “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.

**Change Favorites List (Customizing the Guide)**

Customize the guide to show only the channels you want (or channels you get, for example). In that case, press GUIDE, use the color button hint at the bottom of the screen and press the YELLOW button to bring up the guide options menu, select “Change Favorites List” and “Channels I Get” and now the program guide will only show the channels to which you subscribe. The bottom left corner of the program guide screen says “Ch’s I Get” to tell you how the Guide is customized.

To remove the “Channels I Get” customization, press GUIDE then the YELLOW button to bring up “Guide Options”, select “Change Favorites List” and select All Channels. You can also use “Change Favorites List” to create a completely custom list of channels selecting each individual channel that you want to see in your program guide. Simply follow step by step screen instructions to create and name your custom channel list.
Special feature: Channel Program List

You can see all of the programs that are coming on a particular channel listed in chronological order. Press GUIDE, then move the highlight to the channel of interest and press INFO.

The receiver will then sort through the guide and give you two weeks of programs in chronological order for that channel. Use the ARROW buttons to navigate up or down the list or use the CHAN UP/DOWN button to page through the list. If desired, press RECORD once to record a single show or press RECORD twice to record the series. You can return to the guide by selecting Done or pressing GUIDE or using the LEFT ARROW button.
Press SELECT on Change Favorites List to pick which list of channels shows up in your program guide. You can choose All Channels (some may not be in your programming package, so although you may see them in the guide you will not be able to tune to them), Channels I Get (only the channels in your programming package), or any of your self-created lists. You can also choose Edit Settings if you want to create a new list. See the Parental, Fav’s & Settings section near the end of this chapter for details.

Closed Captioning

Press SELECT on Closed Captioning to toggle it ON or OFF.

View Previous Channels

Press SELECT on “View previous channels” to see a short list of the channels you have watched previously. If you select a channel from this list the receiver will tune to that channel. This is an easy way to toggle between the channels you watch most often.
Live TV Features and Options

Audio Options

If the program you are watching is being broadcast with additional language audio tracks (such as Spanish), the “speaker” icon at the top-right is darkened. **Select Audio Options and select the alternate language track you want** (not all shows have an alternate language track) or press the GREEN button to cycle through the available audio tracks.

Live Buffer

The DIRECTV Plus® 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.” 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 bring up the progress bar and see how far back in time you can go.** 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.

**Note:**

You cannot fast forward during live TV until you pause or rewind a program.
Press and Hold Buttons

To move around quickly within your recorded show, press and hold the FAST-FORWARD button to move to the next 15-minute tickmark. Once you reach the tickmark, you must press PLAY button to continue. Likewise, you can back up to the previous 15-minute tickmark by pressing and holding the REWIND button.

To get to the end of the show, press and hold the SKIP button. Press and hold the REPLAY button to return to the beginning of the program.

Bookmarks

For shows you have already recorded, press PAUSE and then press the GREEN button to bookmark your favorite scene. You can then press and hold the FAST-FORWARD or REWIND buttons as appropriate to advance or return to that scene.

Delete a Bookmark by pressing the PAUSE button, then the DASH button (bottom left corner of the remote).
Remote Recording

Have you ever forgotten to set a recording and wish you could do it remotely from work or while on the go? Now you can with DIRECTV’s DVR Scheduler. A brief description of the process is provided below, but go to directv.com/dvrscheduler for all the details.

Step 1 is to register as a user on directv.com. Then do the following:

From a PC

To schedule a recording from a PC go to directv.com/tvlistings to see an on-line version of your program guide. Simply navigate through the guide to find the show you want to record. After choosing the DVR receiver you want the recording to go to, select RECORD while indicating the priority of the recording you want to make. This will assist in resolving conflicts with recordings you already set on your DVR.

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.
From a Mobile Phone

To schedule a recording from a mobile phone use your Internet browser to go to m.directv.com. Sign in with your user name and password. For mobile-generated recordings you will use a search engine to find your program based on title or description. Pick your title from the search results and follow the step by step instructions to set the recording.

Note:
Remote connections vary. In rare instances, scheduled recording(s) may not be recognized.
Press MENU on the remote to bring up the main menu. It lists important destinations in your DIRECTV® System. They are summarized below and explained in more detail in the remainder of this chapter.

**My Playlist**
Displays the shows that have been recorded via satellite or DIRECTV on Demand (if the receiver is connected to the Internet). The shows are stored on the receiver’s hard drive and are ready for viewing.

**DIRECTV on Demand**
This item leads to the DIRECTV on Demand home, channel 1000. Connect your DVR to your high-speed Internet service to gain access to thousands of free and Pay Per View titles that can be downloaded and viewed at your convenience. See Appendix 2 for instructions on how to network your DVR.

**Search for Shows**
Finds shows by title, actor, or keyword that appear within the 14-day program guide and in DIRECTV on Demand (if the receiver is connected to the Internet). You can also search for channels here instead of browsing the entire Guide.

**Manage Recordings**
Contains status information about your past, present, and future recordings, lets you set which series has the highest priority in case of a recording conflict, and allows you to change the default recording settings that are used for all recordings.
Music, Photos & More

Is an optional item that will appear if you connect your DVR to your home computer network. See Appendix 2 for instructions on how to network your DVR.

Caller ID & Messages

Contains a log of the phone calls into your home (assuming you have a land line and Caller ID phone service) as well as DIRECTV® System messages to you.

Customer Care & Help

Provides access to a help glossary and instructional video.

Parental, Fav’s & Settings

Lets you set Parental Control limits, choose Favorite Channels for a customized program guide, and choose settings for your TV, remote, and your entire DIRECTV® System.
Main Menu - My Playlist

My Playlist Tab

The My Playlist displays all programs that are recorded on the hard drive. To get to the My Playlist screen directly, press LIST on the remote. You can also press MENU and select “My Playlist.” Titles that you have not viewed yet are shown in a bright white font, while titles that you have already viewed either partially or completely are a muted blue.

The time, date and channel of each recorded program are 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”).

Titles that you have not viewed yet are shown in a bright white font, while titles that you have already viewed either partially or completely are a muted blue.

Series programs appear in the list with a folder icon. For example, if you record a weekly comedy series, that series is shown in the list by its name, and the episodes for that series are saved in a group under that name. The number of new (not viewed) programs and total programs for each group are displayed to the right of the group name. You can press SELECT on the series name to display all the episodes that have been recorded. Programs recorded as the result of a Search are also saved under a group with a star icon next to it, where the name of the group is the Search name.

See the inside back inside 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.

HD shows have the “HD” icon next to them.
Showcases Tab

Playlist also contains some special programs that have been sent to you by DIRECTV located in the Showcases tab. **Once in Playlist, use the GREEN button to move over to the Showcases tab.**

Those programs may include instructional videos on how to use your DVR, just-released Pay Per View movies, behind-the-scenes and video extras, extra content for DIRECTV sports subscriptions like NFL SUNDAY TICKET™ and NASCAR HotPass™, special offers, free events and more. Please note that you are only charged for PPV shows in Showcases if you watch them. By placing them in this group, DIRECTV is simply giving you immediate access to them at your convenience.
Main Menu - My Playlist

Playlist Options

We've also added some options for you to arrange your Playlist. Once you are in My Playlist, press the YELLOW button to bring up the options screen and select “Mark to delete programs”, “Sort programs by category”, “Change order of Playlist” or “Open/Close All”.

Mark Programs to Delete

Press SELECT on this item to delete two or more programs at once. See the details in the next section, “Managing My Playlist”.

Sort Programs by Category

Once you start to record a lot of programs you can use this option to find what you want faster. Select Sort Programs by Category and then choose whether you want to see your recorded Movies, Sports, etc.

Choose “High-Def” to sort exclusively for HD shows.

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

Use this option to pick how you want to arrange the order of your recorded shows. You can go by date with the newest at the top (that’s the factory default setting), the oldest at the top, alphabetically with As at the top, or Zs at the top, by expiration date with first to expire at the top or last to expire at the top.
Open/Close All

Series programs are grouped in folders in your Playlist. Use this option 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 for you to use, but eventually you may fill up the hard drive. If that happens, 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, go to My Playlist, select the show you want to keep and press the BLUE button. Then the show will be kept until you delete it. You may be tempted to make all of your recordings “Keep Until I Delete”, but note that eventually the hard drive may fill up and new recordings won’t happen because there is no free space on the hard drive to record the new programs.

Note that HD programs take up more disc space than SD. Thus, you may want to record your favorite content in HD, while recording other shows in SD to optimize your use of the available recording capacity.
Deleting Single Shows from My Playlist

Instead of letting your DVR automatically manage your Playlist, there may be times when you want to do it yourself. In that case, simply go to My Playlist and use the RED button to delete individual recordings you no longer want. Don’t worry about pressing the RED button accidentally. You will always see a confirmation message before you can delete anything.

Deleting Multiple Shows from My Playlist

If you would like to delete a large number of recordings at once, go to My Playlist press the YELLOW key to bring up the options screen and select “Mark programs to delete”.

You will see all of your recorded shows with check boxes next to them. Select the boxes to delete as many as you want at one time, select “Continue” and “Delete Marked” and you are done.
Disk Space Bar

The My Playlist screen displays a Disk Space bar that 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.
Finding DIRECTV on Demand Shows

DIRECTV on Demand is a great new service that provides access to thousands of movie and TV titles that you can download and watch anytime you wish. The majority are free, but we also offer a full selection of the best Pay Per View movies. This service is available to all DVR subscribers that connect their DVR to a broadband Internet connection via the Ethernet connector on the back of the unit. See Appendix 2 for the installation instructions.

Once connected you can get to the main page of DIRECTV on Demand in three ways:

1. Press MENU, select DIRECTV on Demand, or

2. Enter the number 1000 while in the program guide screen and press the SELECT button, or

3. Select the DIRECTV on Demand “banner” while in the program guide.
Chapter 1000 is the home page from which you can access any of the DIRECTV on Demand titles.

Once there you can sort the listings by category (Movies, Kids and Family, TV Series, etc.) and sub-category (Movies – Action, Animation, Biography, etc.).

You can also choose “High-Def” to filter the DIRECTV on Demand listing to see only HD titles.

A large number of our program providers also have home pages of their own for Video on Demand content. Those channels will all be located in the 1000s since they simply add a 1 in front of the usual DIRECTV channel number. For example, DIRECTV original programming is shown on channel 101. The 101’s DIRECTV on Demand channel is 1101.

Check out your favorite programmer on Demand home page to get special programs, see previews of exciting new shows, or catch episodes you may have missed.
Main Menu - DIRECTV on Demand

**Downloading DIRECTV on Demand Shows**

To record DIRECTV on Demand programs simply browse channel 1000 or your favorite programmer on Demand page to find a title you want to download. Select the title and you will see an information screen telling you about the program. Select “Add to Queue” and the program will be placed in the download queue.

**Note:** HD shows will take longer to download than SD shows.

**Checking the Download Queue**

After adding the show to your queue, press the YELLOW button to see the entire queue of shows you have waiting to download. The top title is currently downloading and the ones below it are next in line. Highlight a show and press the RED button to delete it from the queue. Highlight a show and press the GREEN button to move it to the top of the queue.
Pausing Your Downloads

If your home network gets congested, you can always pause your DIRECTV on Demand downloads by pressing the YELLOW button in the VOD Queue page. Press the YELLOW button a second time to resume the download. Highlight a show and press the RED button to delete it from the queue. To get to the VOD Queue page from Live TV, press MENU, select “Manage Recordings”, then select “VOD Queue”.

Playing Your Downloaded Shows

Once the program has started downloading, it will appear in your Playlist since it is being saved on the hard drive like the rest of your recorded shows. The download rate depends completely on the speed of your broadband connection. If fast, you can start watching your show immediately while it is downloading. If the connection is slow or your home network is congested, you may start watching the show, but hit a pause while the recorder waits for the broadband connection to download more of the show. The color of the download progress bar indicates whether you will hit a pause. Green means that you will not hit a pause. Yellow means that you might. Red means that you will eventually hit a pause if you start watching now. You can easily tell which shows in your Playlist came from DIRECTV on Demand by the “VOD” label next to the program title. “VOD” stands for “Video on Demand”.

CHAPTER 2 - DETAILED INFORMATION
Main Menu - Search For Shows

Use the search engine 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 on Demand service (if you have the broadband path connected).

Here’s how it works:
Always start search by pressing MENU on the remote. Select Search for Shows and then select one of the following categories:

Search by Title

When you know the title you are searching for, enter it one letter at a time in the on-screen letter pad by highlighting the letter you want and pressing SELECT. (Note that you can choose Delete (DEL) to get rid of the last letter or Clear (CLR) 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 title. Just the first few letters will usually get you close enough. Then you can move the highlight to the list on the right and scroll or page down until you see your title.

Because your title can appear on several channels, it may have a folder icon next to it. If the title is available from DIRECTV on Demand, it will have the VOD icon next to it.

If it is in HD, it will have the HD icon next to it.

Press SELECT on the show to bring up the recording information screen, select Record and then select Record It.
Search by Person

Use the letter pad to enter the first few letters of the person’s last name. You will see a list on the right side of the screen showing you actors, actresses, and directors.

Select the name that you want and a list of show titles will appear. You can then select individual titles to record or you can select Autorecord on the left to record every program that contains your person.

If your person’s name does not appear in the list, you might want to try the name in a Keyword search (see page 53).
Main Menu - Search For Shows

Search by Channel

You can also type in the channel name to find it instead of surfing through the large DIRECTV program guide.

Use the keypad to enter in the first few letters of the channel name. In this case we typed in “BL” to find Bloomberg.

If you select your desired channel from the list on the right you will get a list of the shows scheduled on that channel.
Search by Keyword

You can use the keyword search to find programs that don’t fit into the Title or Person search criteria. For example, if you are looking for a show about cats, use the word pad to spell out “cats”.

In this case, you must write the complete word in order to obtain relevant results. Be aware that the search engine looks through show titles and descriptions for the keyword as a separate word and even as a part of a word. Thus, you can see in the example that Catskills Mountains (Cats) was returned by the search even though it wasn’t what the user was after.

Simple words like “cats” can give you a lot of errant results, so try to pick good keywords to get the best results. In some cases you can enter a phrase (for example “Wild Cats”), but it must be an exact match to the program guide information to appear in the search results. Usually, it is better to use single words.
Recent Searches

This handy feature lets you go back to a list of your 25 most recent searches in case you want to update a search you used previously.
“Manage Recordings” is where you go to find the status of your past, present and future recordings. Press MENU and select ”Manage Recordings” to see the following sections:

**To Do List**

“To Do List” contains all of the satellite-delivered recordings your DVR is set to make in the future. The icons next to the titles indicate whether the recording is a single event, or 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.

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, and select Cancel All.

VOD Queue

“VOD Queue” contains any DIRECTV on Demand titles that are in the queue waiting to be downloaded to the hard drive. See the DIRECTV on Demand section earlier in this chapter for details.
Series Manager (or Prioritizer)

“Series Manager” contains the prioritized list of all your series to be recorded. 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 Series Manager, 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. Simply select the series you want and change the recording options as you desire.
Main Menu - Manage Recordings

History

Provides status information for every recording made, including those that were cancelled 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 the date and time they were viewed.

Manual Recording

Almost all of your recordings can be done automatically by your DVR, but there may be times when you want to set up a completely manual recording. In that case, select Manual Rec. 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

This is where you can set the recording options you want the receiver to use every time it does a recording. We have selected defaults at the factory that work best in the vast majority of cases, but you may want to change them to your personal preferences.

When recording a series show you have the option of recording first runs only, or repeats only, or both.

And you can decide whether to keep only one episode, two, three, four, five, ten or all. Keep in mind the disc space you have available if you select “Keep at Most: All” for a show that appears many times in the guide. You may find it to be a disc space hog.

The Keep Until option lets you keep a recording until you delete it or until the disc is full, in which case the DVR can delete it automatically if the disc fills up. A recording that is labeled “Keep Until I Delete” will never be deleted until you do it manually. Be aware that if all of your recordings are labeled that way and the disc fills up, no new recordings can be placed on the disc until you manually delete some of your “Keep Until I Delete” recordings.

Finally, you may want to adjust the start and stop 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 that one of your series runs habitually late, it would be better to adjust that particular series via the Series Manager screen rather than set the recording defaults (that would affect all of your DVR recordings) to stop late.
Main Menu - Music, Photos and More

(Optional menu item, only seen if your DVR is connected to your home network, see explanation below).

Your DIRECTV Plus® DVR can be connected to a media server on your home network to show photos and play music and videos that you have saved on your PC. You must have at least one PC running a media server (e.g. TVersity, Windows Media Player, Intel VIIV) in your network for this service to work. The setup is similar to that used for the DIRECTV on Demand service. See Appendix 2 for details on how to connect our DVR to your home network.

Please visit directv.com/mediashare and the related Technical Forum for help and hints from other DIRECTV subscribers that have used this new feature we call Media Share.

Once your DVR is properly connected to the media server on your home network, a new item will appear in the main menu: "Music, Photos and More". When selected, the DIRECTV Media Share screen will display.
Select Music to go to the Music submenu. Access music by Artist, Album, Song and even Playlists! You can also select your favorite XM Music Channel.

Your favorite music will play as you watch your TV or view photos from your PC.

Once the desired songs are selected from the Music submenu, the song’s information will display on the Progress bar.

If you want to view photos, go to the Photos submenu. Select Browse and you can see several photos at once!
Main Menu - Music, Photos and More

- You can listen to music and display photos at the same time.

- Host a party and show your friends your favorite digital photos on the big screen!

- Pressing the YELLOW button on your remote control toggles control between music and photos or video.

- Pressing the STOP button while in music control stops the music from playing and the audio from the current channel is then heard.

- Pressing the STOP button while in photo control stops the display of photos and displays the video from the current channel.
DIRECTV sends messages to you via satellite for important news items or special promotions. We also summarize important software changes or new features that we download to your receiver. *When you have a new message in your folder the dark message icon will appear in the channel banner of any program you are watching.*

Simply press MENU, select Caller ID & Messages, then Messages to see your DIRECTV messages. You will have the option to keep or delete the message.
Main Menu - Caller ID & Messages

Caller ID

This section allows you to configure and review your Caller ID (if you have that phone service and your receiver is connected to the phone line). Set up your receiver to display Caller ID by selecting Caller ID & Messages from the main menu, then Caller ID, then navigate over to the Notification tab (or press the GREEN button for the shortcut), and select Notices: ON.

When the Notification option is on, you’ll see a notice on your TV screen whenever a call comes in. You can review your 25 most recent calls in the call log at any time. Highlight and select a name to delete that listing from your log.
Press MENU and select Customer Care & Help to access an instructional video or a list of Help topics and FAQs that explain how to use your DVR.

**Customer Care**

Select “Customer Care” to go to the instructional video channel.

**Help Topics and FAQs**

To access the written Help Topics and FAQs, press MENU, then select “Customer Care & Help”, then select “Help Topics”.

Press SELECT on a folder to open it and press SELECT on the topic of your choice. If you want to go to the FAQ tab, press the GREEN button.
Main Menu - Parental, Fav’s & Settings

Selecting Parental, Fav’s & Settings in the Main Menu displays a submenu of items that lets you customize and adjust your DIRECTV viewing experience. You can choose Parental Controls to limit what ratings your children are allowed to watch, how much they can spend for Pay Per View shows or even what hours they can watch DIRECTV programming. Choose Favorites to set up your own personal list of favorite channels and then use it in the program guide for a more customized experience. Select System Setup to adjust and configure how you want your TV and DIRECTV® System to work together.

Parental Controls

Parental Controls enables parents to place certain restrictions on just who’s watching what, and require 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 & Settings, select Parental Controls, then Edit Settings, and you’ll see the current status showing any restrictions. The system default is “unlocked” for all categories.
Adult Channels

Select Adult channels, then press SELECT again to completely remove those channels from the Program Guide. Pressing SELECT toggles between Show Adult and Hide Adult.

Ratings

Here you can set rating limits for Movies and TV:

1. Select Ratings.

2. Highlight the desired tab using the ARROW keys and press SELECT.

Note:
You can also use the RED or GREEN buttons to move between the tabs (movies, TV, other)
Main Menu - Parental, Fav’s & Settings

-Movies
Highlight and select the Movies tab, then set the overall rating limit you wish to impose. Brief descriptions of the ratings appear for your guidance.

-TV Programs
Select the TV tab, then highlight and select the TV rating you desire. You can also set ratings for particular content (for example, Fantasy, Violence, Dialogue), each of which is described when highlighted.

-Other Shows
To block programming that has no rating — such as news and sports — select the Other tab.

Channel Blocks
You can block viewing of a certain channel or channels using this menu. Select Chan Blocks in the left menu, then scroll down the channel list to select those you wish to block, or key in channel numbers for quicker access. Use Block All or Allow All to save time if you wish to affect a large number of channels.
Limit Spending

From the left menu, select Spending, then set your preferred spending limit for any single Pay Per View purchase. Simply key in the amount using the numbers on your remote.

Limit TV Viewing Hours

From the left menu, select Hours, then set your preferred hours during which TV can be viewed. You can set hours based on “school nights” and weekend nights—Monday-Thursday, Friday-Saturday, and Sunday.
Now, lock it

Once you’ve set the restrictions you want, choose Lock Now from the left menu. You’ll be directed to create a passcode (which you’ll want to make easy enough to remember, but hard enough that the little ones won’t guess it!). This passcode will be your entry to unlocking and adjusting limitations in the future.

An on-screen 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.

Let me in ...!

Temporarily or permanently unlocking a restriction is easy. To temporarily unlock a particular program:

1. When any controls are currently activated, Unlock Now will appear if you try to tune to a restricted program.

2. Select Unlock Now and enter the password.
For more unlock options:

1. Press MENU, then select Parental Fav’s & Settings, then select Parental Controls.

2. Various options for removing restrictions temporarily or permanently will appear. Select one and enter your password.

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

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.

To change your passcode at any time:

1. Press MENU, select Parental Controls, Fav’s & Settings, then Parental Controls, then Edit Settings.

2. Scroll down to Passcode and press SELECT.

3. Enter your old password, then enter a new one twice to confirm.

   **Note:**
   If you forget your password, call 1-800-DIRECTV to reset it. You must be the registered account holder and have your account number.
Select Favorites from the Menu /Parental, Fav’s & Settings. If you have not already created a Favorites list, the Setup Custom 1 and Setup Custom 2 options will be displayed.

Select the one you want, and follow the on-screen instructions to create and name your list. Once your list is created, if you press the YELLOW button while in the guide, the guide options menu will appear. Select Change Favorites List to pick the list you want to use in the guide.

Selecting a Favorites list makes it active and hides the display of all other channels in the guide. See the label in the bottom left of the program guide screen that reminds you which channel list you are currently using. To return to displaying all channels, press the YELLOW button while in the guide, select Favorites, and select the All Channels option.
Main Menu - Parental, Fav’s & Settings

System Setup


Info & Test:

The System Info option lets you view the current system information. Press SELECT on Info & Test. Use the arrow key to go to the right and then scroll down to read the information. The System Info page will bring up a technical information screen that can be of help during troubleshooting. The front tab gives system information.

Use the ARROW button to go all the way to the top of the System Info page and then use the Right arrow (or press GREEN button) to change tabs to the System Test screen. The System Test option lets you run a test on the tuner, access card, receiver ID and phone line. Select Run Test to check out your system.

Note:
Running the System Test will interfere with live TV and any current recordings.
Main Menu - Parental, Fav’s & Settings

**Satellite & Antenna:**
This option is used by installers when your system is initially set up and you should not have to use it. However, you can come here to see the satellite signal strength your receiver is getting or to repeat the satellite setup procedure.

**Network:**
You can set up and test the connection of your DVR to the Internet here. See Appendix 2 for details.

**Remote:**
Use this option to set up your remote for your TV or auxiliary A/V equipment. Select “Program Remote” and follow the step by step instructions to set your remote to control your TV or other equipment A/V equipment like a DVD player or surround sound system. It is best to know the model number as well as the brand of the equipment. It will produce the best results when programming the remote.
If you have an optional RF remote, select IR/RF Setup to change your remote method of transmission from Infrared (IR) signals to Radio Frequency (RF). While IR transmission requires a clear line of sight to the front of the receiver, RF transmission lets you put your receiver inside a cabinet or behind solid doors and still be able to command it from up to 200 feet away. Select Receiver Mode if you want to use one remote to command more than one DIRECTV® Receiver.

Audio:

The Audio option in Setup lets you make lasting adjustments to settings such as your preferred audio language, how loud you want the sound effects on the receiver to be, and whether you want Dolby Digital output (for a surround sound system, for example).

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

To make temporary adjustments to your preferred audio language, use the Audio Options item from the Options menu in Live TV (or press GREEN from Live TV to cycle through the available audio tracks).
Main Menu - Parental, Fav’s & Settings

Display:

This important section allows you to customize how several pieces of important DIRECTV and system information are displayed on your TV. Choose the Preferences tab to set whether you want lists (i.e. the program guide and your Playlist) to display in smooth scrolling or in blocks as you page up and down. Set the channel banner time to determine how quickly the banner disappears after moving to a new channel. Choose your preferred on-screen text language.

Choose whether you want the guide to show you HD channels and their duplicate SD channels or to hide the SD duplicates.

Choose 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.)

Move to the Captioning tab by using the arrow keys (or pressing the GREEN button) and select your preferred options. You can customize how closed captioning appears, or whether it appears at all.

Go to the Clock tab to set your time zone and whether you want the receiver to show Daylight Savings time or not.
This section lets you optimize your HD DVR output to match the settings on your HDTV. You may want to refer to Appendix 3 which describes HD formats and resolution before making any adjustments here.

The Video tab lets you set Native mode ON or OFF. Native Mode looks at the digital aspect ratio and resolution of the program coming into the receiver and sets your TV to the same format on-the-fly. For example, if your particular program is being broadcast in 4:3 aspect ratio and 720p resolution, your HD DVR tells the TV to show it in that same format. If the next program changes to 16:9 and 1080i, the receiver tells the TV to change to that format. You do not need to choose Native mode because your HD DVR will adjust and change the picture to fit your TV as described in the following paragraphs. In fact, Native Mode slows down the response of your system to channel changes because the receiver and TV must communicate at every channel change before the video comes up on the screen. Therefore, the default position is OFF, but your can override it if you wish.

Choose the screen format you prefer for the instances when the broadcast does not exactly fit your TV screen and the HD DVR will automatically size it. For example, when viewing very wide format movies you can choose to have letterbox bars on the top and bottom of the screen. This preserves the proportions of the images on the screen. Or you can choose to stretch the images vertically to fill up the screen. If your HDTV is 4:3 aspect ratio, you may want to choose “crop” to cut off the content at the left and right side of the screen while preserving the proportion of the images that remain.

Choose the color of the bars you prefer when viewing an image in letterbox (or pillar) mode.
The TV ratio tab lets you define the aspect ratio of the TV you are using with your receiver. Most HDTVs are 16:9.

**Note:**
You can move between the tab screens by pressing the GREEN button.

The TV Resolutions tab lets you define what resolutions your TV can support, so that your HD DVR can pass the proper signal.
Access Card:

Follow the on-screen directions to replace your access card. You will need your old and new access cards to complete this process.

Note: DIRECTV will provide new access cards and instructions when necessary.

Reset

From here you can restart the receiver, reset to factory defaults, or reset everything. Restarting the receiver is the same function as pressing the RED button behind the access card door on the front of the receiver. Restoring factory defaults erases all of your personal preference items and restores the receiver configuration to how it was set at the factory. “Reset Everything” completely erases all of your recorded shows from the hard drive and starts over like a new receiver.
CHAPTER 3 - INSTALLATION AND CONNECTIONS

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Installation and Connections

For the best user experience and system performance we highly recommend that your system be professionally installed. Call 1-800-DIRECTV to schedule an installation.

Your Phone Connection

Connecting your receiver to a land-based telephone line saves you money because it allows you to purchase Pay Per View movies and special 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’ duration 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. When adding new equipment, try to use the receiver video and audio output connectors in the following order to achieve the highest picture and sound quality throughout your audio/video system.

### Video Connections

- **HDMI** [High-Definition Multimedia Interface, one connector per receiver] provides the best digital video and digital audio in one connector.
- **Component Video Output** (YPbPr, one set per receiver) provides high-quality video, but does not provide audio. You will need to connect audio separately using the digital audio or RCA audio connectors.
- **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

- **HDMI** [High-Definition Multimedia Interface] provides the best digital video and audio in one connector.
- **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.

Because there are so many makes and models of TVs and auxiliary equipment, it is impossible to fully describe all the possible connections between your receiver and that equipment. Please refer to your TV and auxiliary equipment manuals for all of the connection options specific to each make and model. The following images show examples of how your receiver may be connected. In these examples, we try to use the best video connection that is supported by the TV, the best audio that is supported by the surround sound, and the next best video/audio connections on the DVD player/burner or VCR.
Installation and Connections

Example: TV with HDMI Connector

Here is an example using a TV that has an HDMI connector as the best video/audio input and a surround sound system that has a digital audio optical connector as the best audio input:

Example: TV with Component Video Connectors

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

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:
Guided Setup

If your receiver was not professionally installed, 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 Plus® 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. You will see a Welcome screen.

Simply follow the on-screen directions to complete your setup functions. If you’ve installed your satellite dish and system yourself, you’ll be guided through various functions for optimizing your signal and setup — including positioning your dish and a system test. After these setup procedures are complete, you’ll see a message on-screen that says, “Acquiring Satellite Info,” as the receiver gathers information from the satellite for the on-screen 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:

- Have on hand your service address, social security number and a valid major credit card.
- Note your access card and receiver ID numbers. (You may have written them down earlier in this chapter.)

When you’re ready, just call 1-800-DIRECTV (1-800-347-3288) and pick the programming package that’s right for you and subscribe to DVR service.
Programming Your Remote Control

You may have already programmed your remote control during Guided Setup, but if you didn’t, or you want to make changes, or you’ve acquired some new equipment, follow these instructions. You can program the DIRECTV Remote Control to operate your TV power, volume and mute, additional equipment such as a DVD, VCR, stereo, or second TV or DIRECTV® Receiver.

1. Press MENU to display the on-screen Menu.
2. Highlight “Parental, Fav’s & Settings” and press SELECT.
3. Highlight “System Setup” and press SELECT.
4. Press SELECT on “Remote” in the left menu.
5. Follow the on-screen instructions to program your remote for your TV or additional equipment (AV1 and AV2).

Once your remote is programmed to work with your TV, the VOL and MUTE key control the TV regardless of the MODE slide switch position. If you would like to change the VOL and MUTE to work with other audio equipment, such as a stereo, you can. When you program the remote for the audio equipment, on-screen instructions will direct you on how to do this.

Factory Defaults

To reset the remote control and clear all but DIRECTV mode, follow these steps:

1. Point the remote away from your DIRECTV® Receiver and components. Press and hold MUTE and SELECT until the light above the slide switch on the remote flashes twice (about 5 seconds).
2. Enter 9-8-1. The light on the remote will flash twice, indicating you have cleared AV1, AV2 and TV modes.
CHAPTER 4 - TROUBLESHOOTING TIPS

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Troubleshooting Tips

Resetting / Reauthorizing 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 Plus® DVR, then wait for program guide information to be acquired.

- If the problems persist, try unplugging the power cord of the DIRECTV Plus® DVR for 15 seconds, then plug it in again.

- Try reauthorizing your receiver. From directv.com, click on Customer Service, Troubleshooting, On-Screen Messages, Please Call Customer Service, ext. 721. You will need to be logged into your account on directv.com to complete this process.

- Running the System Test (later in this section) can also help you diagnose and solve many common problems.

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 on-screen 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. Running the System Test (later in this section) can also help you diagnose and solve many common problems.
On-Screen Error Messages

There may be times when you see an on-screen error message similar to the one on the right. The top line of the message gives a brief description of the error, while the second line supplies an error code in parentheses. In this case, you would be trying to view a channel that you have not purchased or that is not in your programming package. If you want to resolve the error, call Customer Service at 1-800-DIRECTV and mention the error code number when prompted.
DIRECTV Plus® DVR or TV Problems

Problem: Progress bar freezes while Acquiring Guide Data / Data From Satellite
While Acquiring Guide Data / 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 is displayed. 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 Plus® DVR and wait for program guide information to be acquired.

Problem: Wrong picture, blue screen, snow or black/blank picture
Your TV displays incorrect picture, or you have a blue, black, snowy or blank screen.

Possible Causes:
- The DIRECTV Plus® DVR 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:
- If you don’t see the signal you think you should be seeing, try using these buttons to toggle between the signals:
  • Press the TV/VCR button on the VCR remote or on the VCR’s front panel.
  • Press the INPUT button on the TV remote control to change video source.
- If problems persist, turn off all equipment that is connected to your TV, wait a few minutes, then turn the DIRECTV Plus® DVR back on.
- Check your connections and cables.
Problem: 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 & Messages” in Chapter 2.
- 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.
- Select Caller ID & Messages from the Main Menu to turn on your Caller ID notifications.
- 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.

Problem: DIRECTV Plus® 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 is dead.

Solution:
- Make sure the remote control mode switch is in the left-most position (DIRECTV mode), and press PWR (power key) or press POWER button on the front panel of the receiver.
- Verify that the power cord is plugged into the DIRECTV Plus® DVR and the wall outlet.
- Check the outlet or power strip to make sure it is “live” by plugging in something else.
- Replace batteries in remote control.
Problem: DIRECTV Plus® 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.
Problem: DIRECTV Plus® 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.

Problem: 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 Plus® DVR and TV are both powered on.
- Check the Installation and Connections (Chapter 3) section of this manual 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.
**Problem: Temporary loss of the satellite signal, Searching for 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.
- The five-minute free preview of a PPV movie may have expired.

**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 Plus® 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 Plus® DVR and the satellite dish for loose or broken connections.
- If the problem is coming from the program source, wait for the broadcasting channel to resolve the issue.
- Purchase the PPV movie to continue watching the program.
- 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.
Problem: Partial programming loss/channels missing from the Guide/Channel is in the Guide but I can’t tune to it.

You have lost channels in your Program Guide, or 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. Or you can enter the channel number manually.
- To check the dish type set in your receiver’s preferences, press the MENU key on the remote control, then select Parental, Fav’s & Settings, then System Setup. In the next menu, select Sat & Ant, then Repeat Satellite Dish Setup. Follow the steps. From the Satellite Dish Type screen, make sure the proper dish type is selected (round, oval with a dual LNB or oval with a 5-LNB).
- To refresh your receiver information, go to directv.com, click on Customer Service, Troubleshooting, On-Screen Messages, Please Call Customer Service, ext. 721. You will need to be logged into your account on directv.com to complete this process.

Problem: 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 synch, or may be set up incorrectly.
DIRECTV Plus® DVR or TV Problems

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

Problem: No Audio with Picture
You can see a picture from your DIRECTV® Receiver, but there is no sound.

Possible Causes:
- If you have had sound from this receiver in the past, it is likely a setting has changed on the receiver or your TV.
- If this is a new setup and you have not had sound, check the cables between your TV and the receiver.
- 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, make sure stereo is on and set to the correct mode.
- Verify audio cables are secure and connected correctly.
- If the issue continues, reset your DIRECTV Plus® DVR. Press the RESET button behind the access panel door on the front of the DIRECTV Plus® DVR. You can also press MENU, press SELECT Parental, Fav’s & Settings, then select System Setup. Select the Reset item from the left menu and follow the on-screen instructions.
Problem: 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 Link recording. If you delete a Series Link 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. You will see a list of recent programs with their recording status information. If the program was deleted, it cannot be recovered.
- If the recording was cancelled due to a Prioritizer conflict, record the program later.
- Check the Parental Locks on your receiver and TV. Adjust the content ratings, if necessary.

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.

Problem: 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 Plus® DVR can record up to two programs at once, or it can record one program while you watch another live program.
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 1, “Finding and Recording Programs”.

Problem: 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.
Problem: 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.

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” in chapter 1 for details (note the same process applies if you are setting up a series recording).
- You can also change a recording you’ve already made to “Keep Until I Delete”. See “Managing Your Playlist” in Chapter 2.
- Finally to avoid this in the future, you can change 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 Pay Per View program, 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.
Problem: 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 Link is set to record both First Run and Repeat episodes.

Solution:

When you set up a Series Link, 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.
Remote Control Solutions

- 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 Plus® DVR.
- 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 Plus® 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 3 of this manual 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 on-screen 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.
Running the System Test

The System Test allows you to run a basic diagnostics check on your DIRECTV Plus™ 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:

- All connections — jacks, cables, etc. — are in place correctly (see Chapter Three, Installation and Connections, for more information)
- There are batteries in the remote control, and they are working correctly
- The access card is installed in the DIRECTV Plus™ DVR.

Follow these steps to run the diagnostics system test on your DIRECTV Plus™ DVR.

1. Turn on your TV and the DIRECTV Plus® 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 & Settings.
4. Select System Setup, then Info & Test.
5. Highlight the System Test tab and press SELECT, then press SELECT on 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-DIRECTV.
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.
CHAPTER 5 - WARRANTY AND OTHER INFORMATION

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Limited 90-Day Warranty

DIRECTV warrants your DIRECTV Plus® DVR (Model Number: R22 and HR21) 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 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-DIRECTV. 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.
Limited 90-Day Warranty

To Get Out-of-Warranty Service...

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

ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY THE LAW OF ANY STATE OF THE U.S.A., THIS EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF DIRECTV. REPAIR OR REPLACEMENT AS PROVIDED IN THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL DIRECTV BE LIABLE FOR ANY AMOUNT GREATER THAN THE RETAIL PRICE OF THE DIRECTV® Receiver. DIRECTV SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE DIRECTV® Receiver. SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

DIRECTV, Inc.
2230 E. Imperial Hwy
El Segundo, CA 90245
1-800-DIRECTV
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 located on the product. (You may have noted some of this information when you connected the cables to your receiver.)

| Model No.   |   |
| Serial No.  |   |
| Acquisition Date: |   |
| Dealer/Address/Phone: |   |
| Access Card: |   |
| Receiver ID: |   |
DIRECTV PROTECTION PLAN

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:

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

All this for one low monthly fee covers every DIRECTV Component and Receiver on your account.
Sign up today for the DIRECTV PROTECTION PLAN by calling 1-800-DIRECTV

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. (Note: Annual payment option not available.)
FCC Customer Information

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-DIRECTV

• Trade Name: DIRECTV
• Type of Equipment: DIRECTV Satellite Receiver
• Model Number: R22 or HR21

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.
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, Inc.
2230 E. Imperial Hwy
El Segundo, CA 90245
1-800-DIRECTV

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.
THE DIRECTV® Receiver INCORPORATES SOFTWARE WHICH IS OWNED BY DIRECTV, INC. (“DIRECTV”) OR ITS THIRD PARTY LICENSORS (the "Software"). BEFORE USING THE RECEIVER PLEASE READ THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS YOU MAY NOT USE THE RECEIVER AND SHOULD IMMEDIATELY RETURN THE RECEIVER TO DIRECTV OR YOUR SUPPLIER. THESE TERMS ALSO APPLY TO ANY MODIFICATIONS, UPDATES OR SUPPLEMENTS TO THE SOFTWARE PROVIDED TO YOU.

A. License Grant and Conditions

DIRECTV grants you a non-exclusive, non-transferable, limited license to use the Software solely in executable code form and solely as integrated with, incorporated into, and in conjunction with the Receiver. You must ensure that the copyright, trademark and other protective notices contained in the Software are maintained and not altered or removed. The Software is protected by copyright and other laws and international copyright and other treaties. All title and intellectual property rights in and to the Software and all modifications, updates, enhancements and derivative works of the Software are owned exclusively by DIRECTV or its licensors and you agree to execute any document reasonably requested by DIRECTV to evidence such ownership rights. Certain third party software used in connection with the Receiver may be made directly available to you by the providers thereof. Use of such Software is also subject to the terms of any applicable agreement between you and each such provider. DIRECTV reserves the right to modify, supplement, update and otherwise alter the Software via software download or other modification procedures, and these terms will apply to such Software as modified, supplemented, updated, and otherwise altered.

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Any such components are subject only to the terms of such licenses, and not these Terms.

C. Ownership of Software and Reservation of Rights

The Software is licensed, not sold, to you for use only under the terms of this license agreement, DIRECTV is NOT transferring title or any ownership rights in the Software to you and DIRECTV and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license agreement does not grant to you any intellectual property rights in the Software.

D. Termination

These Terms are effective until terminated. You may terminate these Terms by returning the Receiver to DIRECTV or your supplier. These Terms will terminate automatically without notice if you fail to comply with these Terms or any other agreement between you and DIRECTV. Upon termination you must return the Receiver to DIRECTV or your supplier.

E. Disclaimer

THE SOFTWARE IS (TO THE EXTENT PERMITTED BY LAW) SUPPLIED “AS IS”. NEITHER DIRECTV NOR ANY OF ITS LICENSORS EXPRESSLY MAKES OR PASSES ON TO YOU ANY WARRANTY OR REPRESENTATION ON BEHALF OF DIRECTV OR ITS LICENSORS WITH RESPECT TO THE SOFTWARE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (BUT NOT LIMITED TO) ANY IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

IN NO EVENT WILL DIRECTV OR ITS LICENSORS BE LIABLE TO YOU WITH RESPECT TO THE SOFTWARE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGE (INCLUDING LOSS OF PROFITS, LOST SAVINGS, LOSS OF DATA OR THE COST OF PROCUREMENT OF SUBSTITUTE GOODS, TECHNOLOGY OR SERVICES) ARISING OUT OF THE USE OR THE INABILITY TO USE THE SOFTWARE, EVEN IF DIRECTV OR ITS LICENSORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY A THIRD PARTY. Some states or jurisdictions do not allow the exclusion or limitation of incidental, consequential or special damages, so the above limitations may not apply to you.
F. Third Party Beneficiaries

DIRECTV’S LICENSORS AND SUPPLIERS SHALL BE THIRD PARTY BENEFICIARIES OF THESE LICENSE TERMS, AS APPLICABLE.

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 Customer Agreement, the DIRECTV website located at www.directv.com, and the GNU website located at www.gnu.org.
APPENDICES

1. RECEIVER FRONT AND BACK PANELS ........................................120
2. HOW TO NETWORK YOUR DVR ...............................................124
3. ABOUT HIGH DEFINITION ......................................................132
The layout of your DIRECTV® Receiver’s front and back panels may vary slightly depending on model and manufacturer.

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:
1. **DOOR PANEL, USB PORT** – For future use.

2. **POWER** – Turns your DIRECTV® Receiver on or off. Your DIRECTV® Receiver 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. **RECORD** – This button lights orange when a recording is in progress.

5. **RES (RESOLUTION)** – The resolution button does not function in SD mode.

   - The RES key switches the output resolution of the DIRECTV® Receiver.
   - Each time you press the key, it cycles to the next available resolution: 480i, 480p, 720p and 1080i.
   - Note: The RESOLUTION button on the front panel only changes the resolution. It does not change the screen format (crop, stretch, letterbox, pillarbox). The FORMAT button on the remote control cycles through all of the screen formats and resolutions. See Appendix 3 for details.

6. **RESOLUTION INDICATORS** – The resolution indicator is locked to 480p in SD mode.

   - Lights indicate the current resolution setting. 480i is the old analog TV setting. 480p is Enhanced Definition TV, which is less than HD. 720p is the first level of HDTV. 1080i is the highest level of HDTV provided by the receiver. To get the best out of HD, you should be using 720p or 1080i resolution for your HDTV.

7. **DOOR PANEL, ACCESS CARD** – The access card slot, RESET button and receiver ID and model number button are located behind the door panel.
Appendix 1: Receiver Front and Back Panels

BACK PANEL:
1. **SATELLITE IN 1 (SWM-2)** – Connect one line from your 5-LNB 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 5-LNB dish here.

3. **S-VIDEO OUT** – An SD output.

4. **RCA-Audio/Video Jacks** – SD output. You can use the entire row of RCA connectors (yellow, white and red) to feed a VCR or DVD player/burner.

5. **COMPONENT VIDEO OUT** – Use this block to connect up component video cables (green, blue, red) and use the white and red RCA connectors below it for analog audio out.

6. **DIGITAL AUDIO OUT COAX** – Use this digital audio connection for sound.

7. **DIGITAL AUDIO OUT OPTICAL** – Use this digital audio connection for sound.

8. **HDMI** – Use this combination digital video and audio connector for the best picture quality.

9. **SATA** – Use this connector to add an external hard drive to your receiver.

10. **USB** – For future use.

11. **ETHERNET** – Connect your home network here to enable DIRECTV on Demand and Media Share features.

12. **PHONE JACK** – Connect your phone line here to enable Pay Per View purchasing and Caller ID (if your phone service package includes it).

13. **POWER** – Your receiver must be plugged in at all times to function properly.
Appendix 2: How to Network Your DVR

Your DIRECTV Plus® DVR is network-capable, meaning it can connect to your home network and the Internet. You must connect your DVR to your home network if you want to enable the Media Share feature that streams music and photos from your PC through your DVR to your TV. If you have a broadband Internet connection you can also enable the DIRECTV on Demand feature that lets you browse thousands of shows from our content providers and download them to your DVR hard drive for viewing.

This Quick-Start Guide will show you how to connect your DIRECTV Plus® DVR to your home network. Installation is quick and easy, just follow the steps!

Before You Begin Requirements:

- Router with an unused Ethernet port
- Broadband Internet connection (required only if you want to enable DIRECTV on Demand)

There are three (3) ways to connect your DIRECTV Plus® DVR to your home network:

1. Wired Connection
2. Powerline Connection
3. Wireless Connection
Wired Connection

A wired connection is a direct connection between your DSL/cable router and your DIRECTV Plus® DVR via an Ethernet cable. Note that your equipment may look different.

Along with the requirements listed on the previous page, you will need:

- **Cat5 Wiring in your home.** This means that you have Broadband ready Ethernet jacks that you can plug into in different areas of your home. Alternatively you can use an Ethernet cable to connect your DIRECTV Plus® DVR directly to your DSL/Cable router.

**Step 1:**

If you can access your router, make sure that it is providing Broadband to the Ethernet jack that you are connecting your DVR to.

**Step 2:**

Plug one end of the Ethernet cable into the Ethernet port located on the back of your DVR. Connect the other end of the Ethernet cable to your Ethernet jack in the wall or directly into the free port of your modem.
Appendix 2: How to Network Your DVR

**Step 3:**

**Verify that You are Connected!**

Go to your DIRECTV Plus® DVR:

Press Menu On Your DIRECTV Remote>
Select Parental, Fav’s & Settings >
Select System Setup>
Select Network>
Select Connect Now

If your DVR immediately recognizes the network connection you will receive this Congratulations screen. (See Figure A.)

If your DVR does not immediately recognize the network connection, you will get the option to choose your Connection method. You should choose Wired. (See Figure B.)
Appendix 2: How to Network Your DVR

Powerline Connection

A powerline connection uses your home’s existing power lines to connect your DSL/cable router to your DIRECTV Plus® DVR via an Ethernet Adapter that uses HomePlug® or a similar power line technology.

Two Ethernet Adapters are needed: one to connect to the router and one to connect to the DIRECTV Plus® DVR.

Note:
If you live in an apartment or condo, you may have to adjust the security settings on your Ethernet Adapter to ensure that your neighbors with similar adapters do not intercept your data. Refer to the manufacturer’s instructions for your Ethernet Adapter.

Along with the requirements listed at the beginning of Appendix 2, you will need:

- 2 Ethernet Adapter Devices
- 2 Ethernet Cables

Step 1:

If you can access your router, make sure that it is providing Broadband to the Ethernet jack that you are connecting your DVR to. Plug one end of the Ethernet cable into an unused port on the router.

IMPORTANT:
Please be advised that your Ethernet Adapters must be plugged directly into a wall. However, if you have a power strip that is certified to work with your Ethernet Adapter, you may use it. If you do not have a certified power strip, you must plug your Ethernet Adapter directly into an electrical outlet.
Appendix 2: How to Network Your DVR

**Step 2:**
Connect the other end of the Ethernet cable to the Ethernet jack on the Ethernet Adapter and plug the Adapter into the Wall Outlet. If your Ethernet Adapter is combined with your power strip, then plug your power strip into the wall and connect the Ethernet cable to the jack on the power strip.

**Step 3:**
At the back of the DIRECTV Plus® DVR, connect another Ethernet cable into the back of your DIRECTV Plus® DVR.

*Note:*
You may have one or two Ethernet ports, depending on your model. If you have 2, use the TOP Ethernet port.

**Step 4:**
Connect the other end of the Ethernet cable to the other Ethernet Adapter and plug the Adapter into the Wall Outlet.
Step 5: Verify that You are Connected!

Go to your DIRECTV Plus® DVR:

Press Menu On Your DIRECTV Remote>
Select Parental, Fav’s & Settings >
Select System Setup>
Select Network>
Select Connect Now

If your DVR immediately recognizes the network connection you will receive this Congratulations screen. (See Figure A.)

If your DVR does not immediately recognize the network connection, you will get the option to choose your Connection method. You should choose Powerline. (See Figure B.)
Wireless Connection

A wireless connection uses your own wireless router and a wireless transceiver to send data from your DSL/cable router to the DIRECTV Plus® DVR. Please be advised that DIRECTV does not recommend using a wireless device, because it may not provide the best experience. For the best digital entertainment experience, the better options are Wired and Powerline. However, if you prefer to use Wireless, you must follow the manufacturer’s directions on configuring your Wireless device before connecting it to your DIRECTV Plus® DVR. These instructions will help you to make the right connections to your DIRECTV Plus® DVR.

Along with the requirements listed on page 124, you will need:

- A Wireless Transceiver that uses an Ethernet Port to connect to a media device. [USB devices are not supported by the DIRECTV Plus® DVR.]
- A Wireless Router (in place of a regular router). You must have initialized your wireless device for your home network before beginning to network your DIRECTV Plus® DVR.

Step 1:
Connect one end of an Ethernet cable to the LAN port on the back of the wireless transceiver.

Step 2:
Connect the other end of the Ethernet cable to the DIRECTV Plus® DVR jack labeled ETHERNET.
Step 3:
Verify that You are Connected!

Go to your DIRECTV Plus® DVR:

Press Menu On Your DIRECTV Remote>
Select Parental, Fav’s & Settings >
Select System Setup>
Select Network>
Select Connect Now

If your DVR immediately recognizes the network connection you will receive this Congratulations screen. (See Figure A.)

If your DVR does not immediately recognize the network connection, you will get the option to choose your Connection method. You should choose Wireless. (See Figure B.)
Appendix 3: About High-Definition

Aspect Ratio

In addition to resolution and interlacing, a television picture is also defined by its aspect ratio—referring to the shape of the screen as defined by the ratio of the screen’s width to its height. For analog TV, the aspect ratio is 4 units wide by 3 units high (4:3). This is the familiar shape of conventional TVs—slightly wider than they are tall. SDTV and EDTV pictures can be either 4:3 or 16:9. For HDTV broadcasts, the aspect ratio is 16:9—nearly twice as wide as it is tall. This is, not coincidentally, more like the shape of movies shown in theaters, which makes HD an ideal format for viewing movies on TV. You will be able to see much of what is captured on film, but lost on an SDTV display.

Screen Formats

What if you’re watching a nearly square-shaped 4:3 broadcast on a 16:9 TV, or vice versa? The DIRECTV Plus® HD DVR lets you choose from a variety of screen formats to deal with those scenarios. You can set up your preferences for format during Guided Setup and change them at any time. See the next pages for your options.

Options for Changing Video Output

In order to optimize the display of programs on your television, you may occasionally need to change the resolution and/or screen format. There are two keys that can be used to make changes: the FORMAT key on the remote control and the RES (Resolution) key on the front panel of the DIRECTV Plus® HD DVR.

FORMAT key on Your Remote

Pressing this key will cycle the resolutions that you’ve indicated in System Setup as being supported by your TV. In addition, it will cycle the three available screen formats in conjunction with each individual resolution. Available screen formats are based on the TV Aspect Ratio you set in System Setup. With each press, an on-screen message will let you know what the current resolution/format setting is. For example, if you indicated that your TV supports only 1080i, 480i and 480p and it is a 16:9 television, and Native is turned off*, the cycle of settings for the FORMAT key are as follows:
Appendix 3: About High-Definition

1st press: 480i/Stretch  
2nd press: 480i/Letter box  
3rd press: 480i/Crop  
4th press: 480p/Stretch  
5th press: 480p/Letter box  
6th press: 480p/Crop  
7th press: 1080i/Stretch  
8th press: 1080i/Letter box  
9th press: 1080i/Crop  
10th press: repeat cycle

Note:  
* In Native mode, the receiver automatically adjusts resolutions to match the resolution of individual TV programs as they are tuned.

If your TV supports all formats (1080i, 720p, 480i and 480p), then your cycle would also include 720p. If Native is turned on, the FORMAT key cycles through Stretch, Letter and Crop for the current TV program’s native resolution. The FORMAT key allows you to easily cycle all resolution and format settings with a single key until the picture displays the way you like it. Navigating menus to modify settings is not necessary.

If pressing this key causes a loss of video and audio, continue to press it until the picture returns. (Wait a second between presses to allow the Receiver to change the resolution.) This can happen if your settings include a resolution that your TV doesn’t support. To correct this, you’ll need to change your resolution setting: Press MENU, select Parental, Fav’s & Settings, then System Setup, then HDTV in the left side menu. Press SELECT on the Resolution tab and mark or unmark the TV Resolutions to display the resolutions supported by your television.

Resolution (RES) Key on Receiver Front Panel

This key is used to through cycle all available resolutions on your DIRECTV Plus® HD DVR. It does not through cycle format settings. If video and audio are not appearing, it may be because the current resolution setting is not supported by your television. By pressing this key, you can check all available resolutions to see if that solves the problem. The lights next to the RES key on the front panel will light below the resolution to which the receiver is set; they will change with each key press.
Appendix 3: About High-Definition

Supported Resolutions

The following table shows the resolutions that can be output from each type of connection:

<table>
<thead>
<tr>
<th>Output Connection</th>
<th>Available Resolutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDMI</td>
<td>1080i, 720p, 480i, 480p</td>
</tr>
<tr>
<td>Component Video (YPbPr)</td>
<td>1080i, 720p, 480i, 480p</td>
</tr>
<tr>
<td>S-Video</td>
<td>480i</td>
</tr>
<tr>
<td>Video (RCA Type/Yellow)</td>
<td>480i</td>
</tr>
</tbody>
</table>

Note:
720p and 1080i are HD formats. 480i and 480p are not.
S-Video and RCA outputs display all resolutions as 480i.

Wide-Screen vs. Standard Formats

4:3 TVs Showing 16:9 programs

For a standard 4:3 TV showing a wide screen program, the program is too wide to fit on the screen. To alleviate this, choose:
- Letterbox

With this format, the 16:9 image is shrunk until the entire width of the program fits on your TV. Since the aspect ratio of the program is maintained, the image is no longer tall enough to fill your screen, so gray or black bars are seen at the top and bottom of the screen. To change the bar color, press MENU, select Parental, Fav’s & Settings, then System Setup, then select the Display menu. Highlight the Preferences tab and press SELECT, then set Bar Color option to the desired color. See your TV owner manual for information on the best color for your set.
### If your display is a 4:3 format TV or monitor, your format options include these:

<table>
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<tr>
<th>For 4:3 program signals:</th>
<th>Fills TV Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td>For 16:9 program signals:</td>
<td>Letterbox .Stretch  Crop</td>
</tr>
</tbody>
</table>

**- Stretch**

In the Stretch setting, instead of adding bars to the top and bottom, the 16:9 program image is stretched vertically until it’s tall enough to fill the screen. Your entire screen will be full, but the program images are stretched to compensate.

**- Crop**

This format crops (cuts off) the left and right portions of the 16:9 frame so it fits the 4:3 screen.
16:9 TVs Showing 4:3 programs

For a wide screen 16:9 TV showing a standard 4:3 TV program, the program is too tall to fit the screen. Your choices here include:

- **Pillar Box**

Here the 4:3 image is shrunk until the entire height of the program fits on your TV. Since the aspect ratio is maintained, the image is no longer wide enough to fill the screen, so gray or black bars are seen at the left and right edges. To change the bar color, press MENU, select Parental, Fav’s & Settings, then System Setup, then HDTV, then select the desired bar color option under the Video Tab.

- **Stretch**

In this setting, instead of adding bars to the sides, the 4:3 program image is stretched horizontally until it’s wide enough to fill the screen. Your entire screen will be full, but the images are a little stretched to compensate.

- **Crop**

This format crops (cuts off) the top and bottom of a 4:3 frame, keeping the 4:3 ratio intact.
If your display is a 16:9 format TV or monitor, your format options include these:

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This DIRECTV Set Top Box meets ENERGY STAR guidelines.*

*May not apply to older models.
| 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. |
| Scheduler Icons | Indicates a program is currently recording. |
| Indicates a Record has been set for all episodes of an ongoing program. |
| Shows an Record has been set for matching programs in an “Autorecord.” |
| Other Icons | Denotes one or more alternate audio tracks available for a program. |
| Denotes that no alternate audio tracks available. |
| Indicates one or more new messages are in the Inbox. |
| Indicates no 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. |
| Indicates a Pay Per View program is available as an All Day Ticket replay. |
| Indicates program shown in letterbox format. |
| Denotes an error condition has occurred. |
| Indicates that this program comes from DIRECTV on Demand. |
| Episodes in a series are grouped in a folder. |
| Keep Until I Delete Recordings. |
With your VCR, DVD player or stand alone DVR unit:

### Keys in Orange Text

- **ENTER**
  - Enters quickly. Activates channel number or menu. Numbers when you need them in on-screen menus.
- **PREV**
  - Tunes to previous channel. Navigate to a channel directly. Also input numbers & dash.
- **YELLOW**
  - Changes remote to control other equipment for example a DVD Player.
  - on-screen menu items needed on-screen.
  - Presses lower volume.
- **BLUE**
  - Changes remote to control other equipment for example a DVD Player.
  - on-screen menu items needed on-screen.
  - Changes the “source” - the piece of equipment whose signal is displayed on your TV.
- **INFO**
  - Displays info for a highlighted program.
  - Displays a list of your recorded shows.
- **EXIT**
  - Exits any menu and returns to last channel viewed.
  - Goes to Live TV, records current program.
- **SELECT**
  - Selects any highlighted item.
  - Highlights the DIRECTV Active Channel—local weather and more!
- **LIST**
  - Displays a compact menu of settings and services.
  - Displays the on-screen program guide.
- **MENU**
  - Displays the DIRECTV on-screen program guide.
  - Sets one-touch record for highlighted program.
- **REPLAY**
  - Plays current video.
  - Playback. Jumps back 6 seconds.
- **STOP**
  - Jumps ahead 30 seconds. Hold down to jump forward to the end.
  - Begins. Jumps back 6 seconds.
- **REWIND**
  - Press up to four times to fast forward at increasing speeds.
  - Press up to four times to rewind at increasing speed.
- **PLAY**
  - Plays current video. Press and hold for slow motion.
- **PAUSE**
  - Pauses current video. Press and hold for slow motion.
- **FORMAT**
  - Cycles through screen formats (crop, stretch, pillar box, letterbox).
- **INPUTS**
  - Changes the equipment to connect to your TV.
  - Changes remote to control other equipment.