



DIRECTV® HD RECEIVER USER GUIDE



Using the Remote

Great TV viewing is in your hands!

A good way to begin learning about your DIRECTV® HD System is to familiarize yourself with the remote control. You'll find further details throughout the User Guide relating to specific functions.

Navigating 101

You'll find you can get around nearly all on-screen menus the same simple way.

► **Highlight...** a menu or button by using the ARROW keys (up, down, left and right).

► **Choose it...** by pressing SELECT while the item is highlighted.

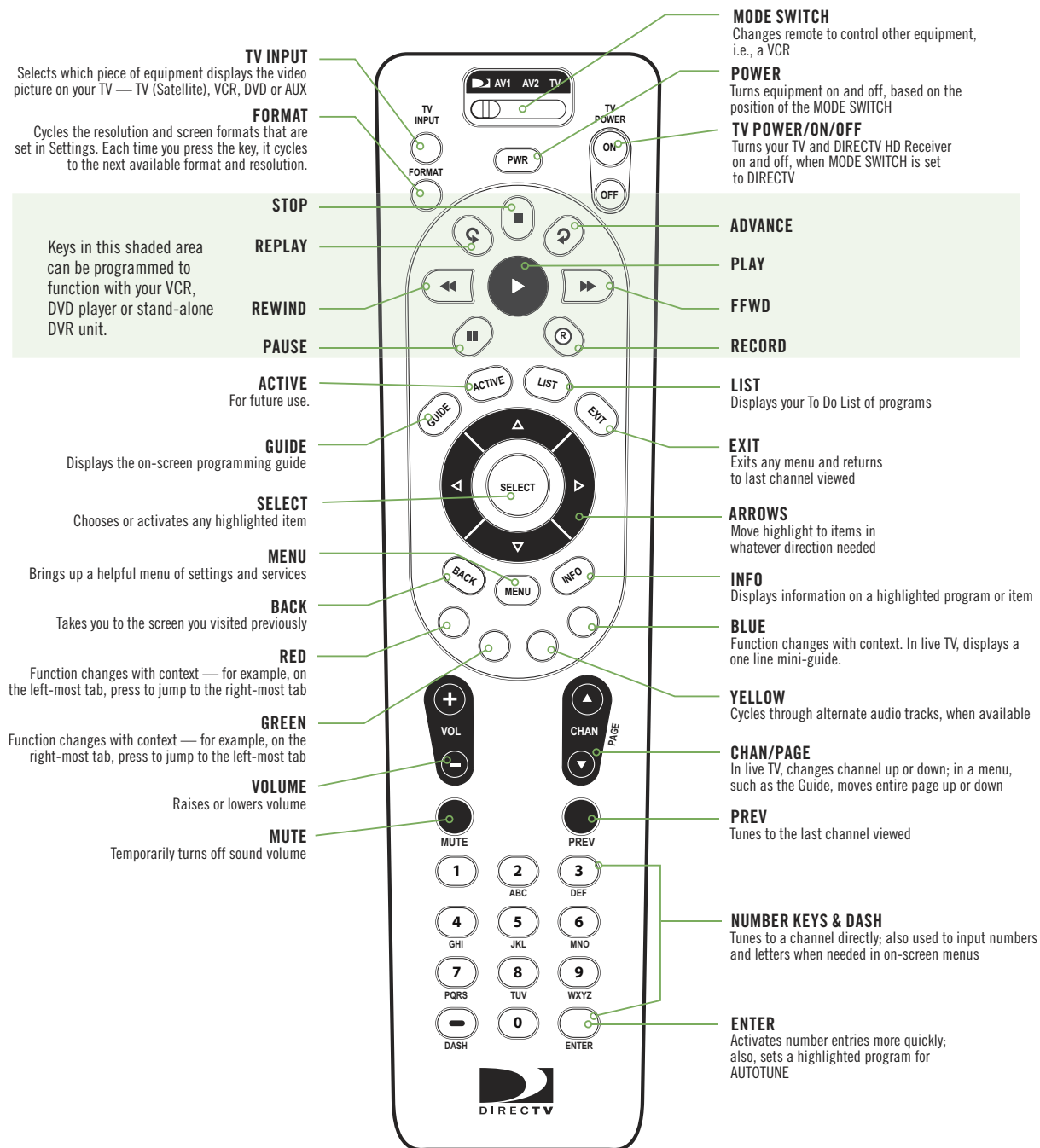
Note: Don't worry about getting stuck in any menu or on any item. You can always press EXIT or BACK.

Quick Tip

To place batteries in your remote control:

1. Remove cover from the battery compartment by sliding it downward
2. Insert 2 AA batteries (supplied), matching the positive (+) and negative (-) at each end
3. Slide the cover back on and you're good to go.

Note: When replacing old batteries, you may need to reprogram the remote to operate other equipment. Also, avoid pressing any buttons while you're replacing batteries — if you do, you will definitely need to reprogram for other equipment.



Welcome to DIRECTV

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Introduction

Chapter 1

- 2** Welcome
- 3** About Your User Guide
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Welcome

Congratulations on choosing the best entertainment experience around!

With its astounding variety of channels and choices and unbeatable high-definition technology... DIRECTV® HD service offers everything you'd want in your television experience. You can expect more than ever before, with access to over 225 channels including our awesome HD selections and over 30 premium movie channels, with something sure to please everyone in the family. DIRECTV Pay Per View offers a handy choice in recent hit movies, plus exciting live sports, concerts and specials. There are exclusive sports subscriptions for every taste and team. Even access to 36 commercial-free music channels!

To deliver this unique programming and enhance your entertainment experience, the DIRECTV® HD Receiver has been designed to be simple and user-friendly. You'll find that most features are self-explanatory, with on-screen directions to lead you through them.

So, welcome to the family. You're sure to discover that using and watching TV is more exciting and enjoyable than ever.

About Your User Guide

Before you can start enjoying your new DIRECTV HD System and service, you'll need to know more about getting everything up and running, as well as learn all about how to use our great features.

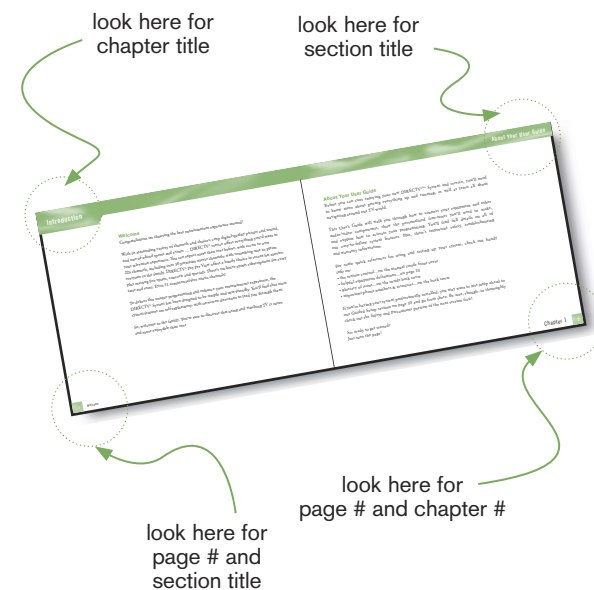
This User Guide will walk you through how to connect your equipment and other Audio/Video (A/V) components, show how to customize your setup, and explain how to activate your programming. You'll find full details on all of our easy-to-follow system features. Plus, there's important safety, troubleshooting and warranty information.

For some quick references for using and setting up your system, check out handy info on:

- ▶ the remote control... inside front cover
- ▶ helpful equipment definitions... on page 18.
- ▶ glossary of icons... inside back cover
- ▶ important phone numbers & resources... back cover

If you're having your system professionally installed, be sure to thoroughly check out the **Safety & Care** portion of the next section, then you may want to go ahead and skip to **Guided Setup & Activation** on page 32.

Ready to get started? Just turn the page!



Defining High-Definition

What is HD, and how does it differ from regular TV? To learn more, here's some helpful information about high-definition and your DIRECTV HD Receiver.

Types of TV Broadcasts

Analog TV is the type of TV broadcast you may be most familiar with. If you get your broadcasts via a standard off-air antenna, it's the type you receive, and most broadcasts from local cable companies are analog as well.

Digital TV is a newer system for broadcasting TV signals delivering higher quality audio and video. "Digital TV" refers to a television that can receive and display digital images.

- ▶ **SDTV** (standard definition TV) is digital TV that offers a high picture quality that is better than older analog televisions. An SDTV can display an image at a resolution of 480i.
- ▶ **EDTV** (enhanced definition TV) is digital TV that can display a higher resolution picture than SDTV. An EDTV can display at 480i or 480p.
- ▶ **HDTV** (high definition TV) is digital TV that can provide the highest quality picture, at resolutions 1080i, 720p, 480p, or 480i.

See "Resolutions and Interlacing" on page 6, for an explanation of display resolutions.

Equipment You'll Need

To view HD programming, you'll need, in addition to your DIRECTV HD Receiver:

- ▶ A high-definition TV set (or HDTV monitor)
- ▶ A triple LNB 18" x 20" DIRECTV Multi-Satellite dish antenna

To enjoy select HD programming available on off-air local channels, you will also need an off-air antenna (sold separately) connected to your DIRECTV HD Receiver. This is possible only in cities where local broadcast stations make digital TV programs, such as high-definition, available; reception may vary based on your geographic location.

What You Can Watch

With the DIRECTV HD Receiver, you have access to all types of televised programming, including:

- ▶ DIRECTV high-definition and standard-definition digital programming via satellite, including local channels if offered in your area (DIRECTV service subscription required).
- ▶ Local digital TV channels, including any local HD broadcasts shown in your area, available via an off-air antenna.

Resolution & Interlacing

Two elements that determine the quality of a TV picture are:

Resolution

For TV equipment and broadcasts, resolution is defined by the number of horizontal lines displayed to make up each frame of a video image. The more lines of resolution used to compose each frame, the more detailed and sharp the picture. Standard TV resolution uses 480 horizontal lines to make up each video frame; HDTV uses either 720 or 1080 lines to compose each frame.

Interlaced & Progressive

If you've ever looked very closely at your TV, you have noticed the picture is actually made up of many lines scanning across the screen. The set of lines that make up a complete image are called a "frame." Like a child's flipbook where the image seems to move as the pages change, your TV displays video by changing these frames at a rate 60 frames per second.

The term "interlacing" refers to whether each of those frames contains all of the lines of image, or every other line. Interlaced signals take every other line from 2 frames, each lasting 1/60th of a second, and combine them into one frame lasting 1/30th of a second. In this way, interlacing tricks the eye into thinking it's seeing twice the resolution that's actually being displayed. In non-interlaced video, referred to as "progressive scan" video, frames are displayed every 1/60th of a second containing all of the lines of video information.

The specifications for video resolution are usually stated by giving the number of horizontal lines (480, 720 or 1080, as described above) followed by either the letter "i" (for interlaced) or "p" (for progressive scan). Most standard TV broadcasts are 480i; some DVDs and non-HDTV digital broadcasts use 480p. Specification for HDTV broadcasts and equipment requires either 1080i or 720p. While there's some debate as to whether it's preferred to have more lines interlaced or fewer lines progressively scanned, it's generally accepted that 1080i is the highest quality video format.

Aspect Ratio

In addition to resolution and interlacing, a television picture is also defined by the aspect ratio of its broadcasts—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 (usually written 4:3). This is the familiar shape of conventional TVs—slightly wider than they are tall. SDTV and EDTV 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.

Screen Formats

What if you're watching a nearly square-shaped 4:3 broadcast on a 16:9 TV, or vice versa? The DIRECTV HD Receiver 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. You can change these settings at any time.

See the next page for your options.

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, access the HDTV screen in System Setup as described above, then select the desired bar color option under the TV Ratio tab. See your TV owner manual for information on the best color for your set.

Full

In the Full setting, 16:9 images are stretched to fit the height of the screen. But, 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.

Zoom

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

If your display is a 4:3 format TV or Monitor, your format options include these:	
For 4:3 program signals:	 Fills TV Screen
For 16:9 program signals:	   Letter Box Full Zoom

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

The 4:3 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, access the HDTV screen in System Setup as described above, then select the desired bar color option under the TV Ratio tab.

Full

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.

Zoom

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:

For 4:3 program signals:



Pillar Box



Full



Zoom

For 16:9 program signals:



Fills TV Screen

Dolby® Digital 5.1

The recommended audio format for HDTV is Dolby® Digital 5.1.

This format offers five discrete channels of mid- and high-range digital audio, plus one channel of low-frequency (subwoofer) audio for use by A/V receivers capable of decoding the 5.1 channel signal. The audio signals are broken into left-front, center, right-front, left-rear, right-rear and low-frequency. The result, when your DIRECTV HD Receiver is connected to a compatible Dolby Digital 5.1 channel A/V receiver and speaker setup, is an experience that gives you much of the dynamic range, 360-degree imaging and sonic excitement of a real theater.

Not all TV programs are broadcast using Dolby Digital 5.1. For DIRECTV programming, shows broadcast using this high-quality audio standard are indicated by the words Dolby Digital in the Channel Banner (see page 41) and Program Guide (see page 43).

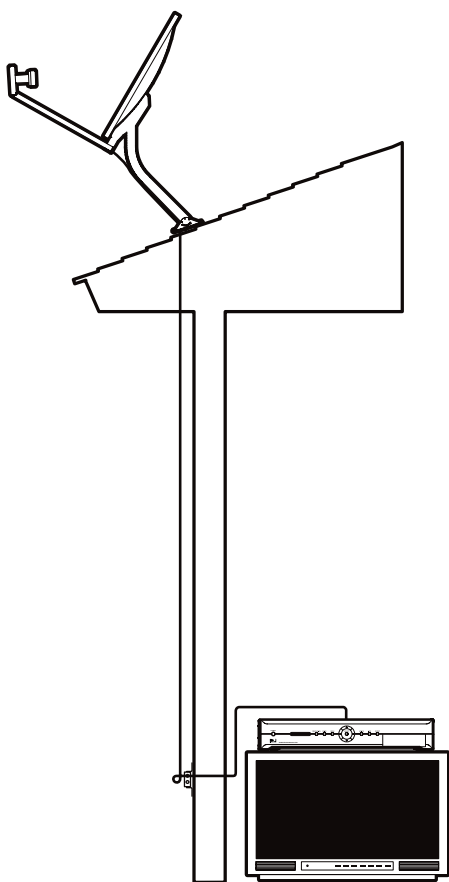
If you are using the Digital Audio Output (Optical, Coax or HDMI) from your DIRECTV HD Receiver to a digital audio (A/V) receiver or TV, you can set your preference by going here:

- 1) While in Live TV press MENU.
- 2) From the *Quick Menu*, SELECT *Settings*.
- 3) Scroll down to *Setup* and press SELECT.
- 4) Scroll down to *Audio*, and press SELECT.
- 5) Scroll up to the tabs and scroll over to *Digital Audio* and press SELECT.
- 6) Scroll to *Dolby Digital* and SELECT *On* or *Off*. If you set this to “Off”, then the audio on the Digital Outputs will always be in PCM (L/R Stereo).
- 7) If you set the *Dolby Digital* to “On”, then you should also setup the Digital Output.
- 8) Scroll to *Digital Output* and press SELECT:
 - *Dolby Digital*: if you want programs to be heard in Dolby Digital when available
 - PCM if you want programs (with and without Dolby Digital) to be heard in L/R stereo only.

Getting Connected

Chapter 2

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- 15** Safety & Care
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Making the Right Connections

Ready to connect your DIRECTV® HD Receiver and your other components?

Whether you're having your system professionally installed or handling it yourself, be sure to read over the following few pages to familiarize yourself with some important tips for safety and care.

Before you begin

Your satellite dish antenna must be installed before you can begin following the procedures in this User Guide. (Professional installation is highly recommended.) Your dish needs to be mounted in a position where it has access to the satellite signals, and RG-6 coaxial cables must be run into the room(s) where your receiver(s) will be located. If you choose to install the dish yourself, see the separate instruction manual that came with your satellite dish antenna.

Package Contents

The following items are included with your DIRECTV HD Receiver:

- ▶ A/V cables (RCA type)
- ▶ S-Video cable
- ▶ Phone cord
- ▶ Power cord
- ▶ Access card
- ▶ User Guide
- ▶ RF/IR Remote with 2 batteries
- ▶ Component Video cables (YPbPr)
- ▶ RF Remote antenna

Safety & Care

Your DIRECTV HD System 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.

Be sure to...

- 1) **Read and follow** all installation and operating instructions.
- 2) **Keep instructions** for future reference.
- 3) **Heed all warnings** on the equipment and in the instructions for your protection.

Cautions...

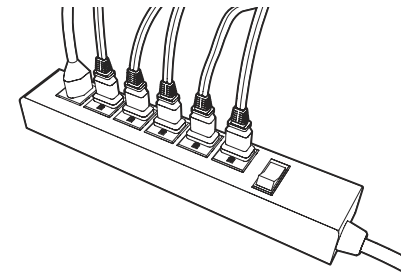


- 4) **Avoid moisture** to reduce the risk of fire or electric shock. The DIRECTV HD Receiver should not be used near water (i.e., kitchen sink, bathtub, pool, damp basement). Also, never spill liquid on the receiver, and do not place vases or other vessels containing liquid on top of it.
- 5) **CAUTION: Electric Shock** – never attempt to disassemble the DIRECTV HD Receiver yourself; always take it to a qualified service person when repair is required. Opening/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.



TIP

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



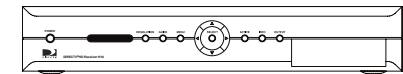
- 6) **Have your DIRECTV HD Receiver professionally serviced** (do not attempt to service it yourself) if:
 - ▶ The power supply cord or plug is damaged or frayed
 - ▶ Liquid has spilled into the product or it has been exposed to water
 - ▶ The receiver has been dropped or damaged
 - ▶ The receiver exhibits a distinct change in performance
 - ▶ The receiver does not operate normally when you follow operating instructions as described in this manual and its Troubleshooting section.
- 7) **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.
- 8) **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.
- 9) **Always unplug** the DIRECTV HD Receiver, TV and other equipment before you connect or disconnect any cables.
- 10) **Always unplug** your DIRECTV HD Receiver before moving it. Also, unplug it during lightning storms or when unused for long periods of time.
- 11) **Protect power cords** by routing them so they will not be walked on or pinched in any way.
- 12) **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.

Note to Satellite Dish Installer

This reminder is provided to call your attention to articles 810 and 820 of the 2002 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.

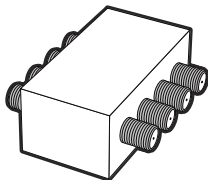
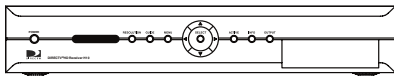
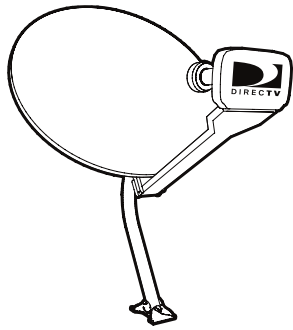
- 13) **Do not drop your DIRECTV HD Receiver** and always move it with care.
- 14) **Place it on a flat, hard surface** – do not operate the DIRECTV HD Receiver on a carpet or other padded surface. Ensure that the rack or cabinet the receiver is placed on is stable, and not subject to being tipped over.
- 15) **Ensure proper ventilation** – the slots on top of the DIRECTV HD 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.
- 16) **Do not stack** electronic components or other objects on top of the DIRECTV HD Receiver. Also, do not stack the receiver on top of a “hot component” such as an audio power amplifier.
- 17) **Avoid heat** – do not place the DIRECTV HD Receiver near heat sources such as radiators, heat registers, stoves or other appliances.
- 18) **Never insert objects** of any kind into any openings in the DIRECTV HD Receiver (other than the DIRECTV Access Card as detailed in next pages).
- 19) **Clean your receiver** with a soft cloth or the dusting attachment of your vacuum cleaner, removing dust from the ventilation holes on the top and bottom. Avoid alcohol or oil-based furniture solvents – a non-abrasive, anti-static cleaner/polisher is recommended.
- 20) **Use only manufacturer** authorized accessories and parts.

IMPORTANT: Be sure not to place your DIRECTV HD Receiver near anything **WET** or **HOT!**



Important

This device incorporates an anticopy process technology that is protected by U.S. patents and other intellectual property rights. The anticopy process is licensed for non-commercial, home use only. Reverse engineering or disassembly is prohibited. FCC Regulations state that unauthorized changes or modifications to this equipment may void the user's authority to operate it.



Helpful Hardware References

General

Satellite Dish Antenna

This is your “dish” and related hardware, affixed to your roof or other surface, which picks up the broadcast signals from our satellites.

DIRECTV HD Receiver (or Satellite Receiver)

Your DIRECTV HD Receiver picks up the signal from your satellite dish antenna and translates it into viewable TV programming (plus the remote control).

DIRECTV System

Refers to the combination of the above components.

Access Card

Contains information about your DIRECTV® service. It must be properly inserted for your receiver to work and to activate your programming.

Multi-switch

A multi-switch takes the signal from a satellite dish and allows multiple DIRECTV HD Receivers to utilize it so that you can watch different programming on multiple TVs. If your antenna doesn't accommodate the number of DIRECTV HD Receivers you're installing, you may need this optional device. Note: Cable TV splitter will not work in this same way.

Off-Air Digital Antenna

This antenna attaches to the back of your DIRECTV HD Receiver and is used to receive local “off-air” digital broadcasts (not included).

Digital Cables & Connections

HDMI Jack and Cable

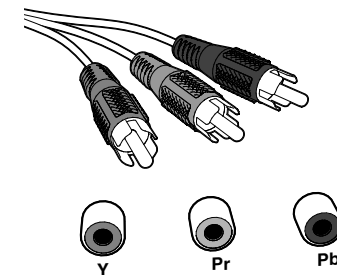
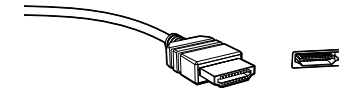
HDMI stands for High-Definition Multimedia Interface. It offers a high-quality connection that combines the video and audio signal into a single cable.

The HDMI jack uses HDCP content protection to allow you to view HD programming that has been encoded using the HDCP protection system. For the best access to HD programming at the highest available resolution, connect this to an HDTV that supports HDCP technology.

DVI (Digital Video Interface) is an older digital connection standard that has been replaced by HDMI and is compatible with HDMI. DVI carries video only. You can also use an HDMI to DVI converter (not included), which also carries video only, so must be used with audio cables to receive the audio signal.

Component Video Output (YPbPr)

The component connector provides high-quality video for your HDTV system. Component video is also referred to as “YPbPr.” It uses three separate cables—with connectors colored green, red and blue—one for each component of the HD video signal.



Note that not all cables come with your digital satellite receiver; you may need to purchase additional cables depending on your setup. HDMI cable not included.



Digital Audio Outputs (Optical Jack and Cable)

The Digital Audio Optical cable provides the best quality audio. The jack and cable use light to send digital audio data to A/V receivers equipped to receive and interpret it. The jack and cable (cable not included) must be aligned before plugging in, and may be covered by protective caps, which must be removed before making connections.



Digital Audio Outputs (Coaxial Jack and Cable)

Coaxial digital audio jacks and cables (cable not included) send digital audio data to A/V receivers equipped with coaxial digital audio input jacks. Coaxial cable provides a high quality audio signal over copper wire.

Standard Cables and Connections

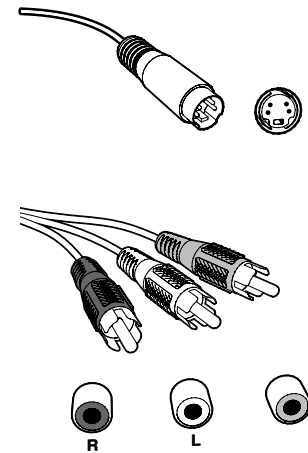
Note that use of any of the connections listed below will not deliver an HDTV picture. If you use the following connections, you will see a standard-definition TV picture.

S-Video Jack and Cable

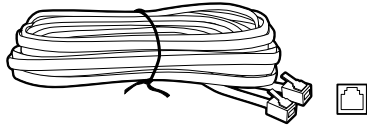
S-Video jacks and cables provide the best picture quality among standard connections. You will still need to connect the left and right audio cables to the TV because the S-Video cable only carries the picture signal, not sound.

Audio/Video (A/V) Jack and Cable

Audio/Video (A/V) cables provide excellent picture quality and stereo sound, and should be used if your TV does not have S-video jacks. The DIRECTV HD Receiver's A/V jacks are color coded (yellow for video, red for right audio and white for left audio). If your TV has only one input for audio (mono), connect it to the left (white) audio jack on the DIRECTV HD Receiver.



Other Connections



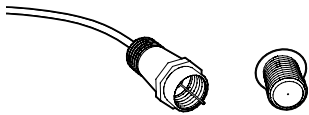
Telephone Jack and Cord

The telephone line cord is required to connect your DIRECTV HD Receiver to a land-based telephone line if you choose to subscribe to DIRECTV programming. The phone line connection is used to periodically call DIRECTV. You will need an RJ11-type modulator jack (the most common type of phone jack). Note: Do not connect your receiver to a digital PBX phone system – doing so may permanently damage your equipment and void your warranty.



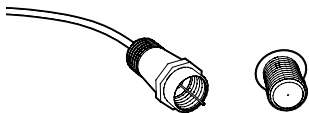
Line Splitter

The line splitter lets you plug both a telephone and your DIRECTV HD Receiver into the same wall jack if necessary. (Not included with your DIRECTV HD Receiver.)



RF REMOTE Antenna Jack and Cable

Used to operate the DIRECTV HD Receiver when installed in a cabinet or from another room in your house via an RF remote control. Use this jack and cable to connect an RF antenna to the RF REMOTE ANTENNA jack of your DIRECTV HD Receiver. Then configure the remote control included with your receiver to work with the RF antenna.



Satellite In and Off-Air In

Coaxial cables are used to connect to your TV and satellite dish and/or off-air antenna. The RF jacks on the receiver are labeled SATELLITE IN, OFF AIR IN. Note: Be sure to use RG-6 coaxial cable when connecting from the satellite dish to the DIRECTV HD Receiver.

Optional Audio/Video and Electronics

Switch Box

A small box that lets you connect multiple devices to your TV, allowing you to switch easily between your DIRECTV programming, VCR, DVD player, game system, etc.

A/V Receiver

More sophisticated than a switch box, it provides all the same advantages, and may offer additional features such as the ability to hook up to multiple speakers.

Surge Protector

Devices that protect electronic equipment from power fluctuations. Highly recommended to prevent damage to your DIRECTV HD System.

Dolby® Digital (AC-3) Audio

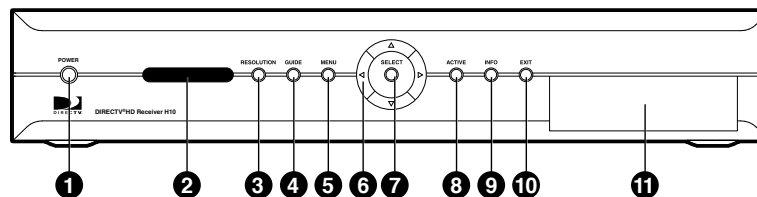
Recorded on six separate channels which can be heard on six different speakers. To enjoy Dolby® Digital audio, you'll need to connect your receiver (via an optical audio cable) to an A/V receiver capable of supporting it.

Dolby® Surround Sound/Dolby Pro Logic

Recorded on two channels which can be heard on two or more speakers. You will also need to connect your DIRECTV HD Receiver to a Dolby® Surround Sound supporting A/V receiver (using R and L audio cables or an optical audio cable).

Getting Familiar

DIRECTV HD Receiver Front Panel

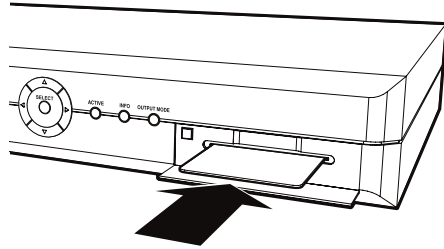


Your equipment may not look exactly like the model illustrated.

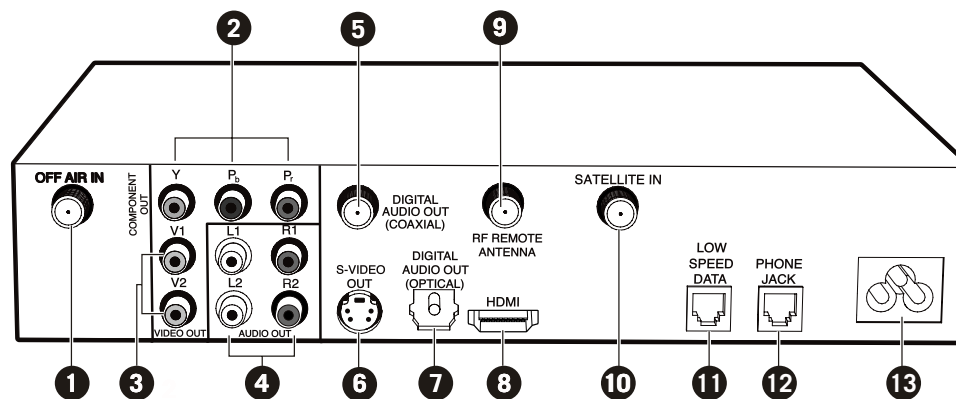
- 1) **POWER** – Turns your DIRECTV HD Receiver on or off. Most people leave the power to the DIRECTV HD Receiver on at all times, then just use the remote to turn on their TV set to view programming. Your DIRECTV HD Receiver still receives messages and other necessary information when power is turned off.
- 2) **REMOTE SENSOR/RESOLUTION INDICATOR** – The infrared sensor picks up commands from the remote control. This window also includes LED's that indicate the current resolution setting.
- 3) **RESOLUTION** – Switches the output resolution of the HD receiver to match the resolution supported by your TV. Each time you press the key, it cycles to the next available resolution: 1080i, 720p, 480p/i, and Native.
- 4) **GUIDE** – Displays the guide sort screen, so you can sort the Guide to display only channels of a particular kind such as sports channels or movie channels. Then displays the on-screen programming guide.
- 5) **MENU** – Brings up the helpful Quick Menu of settings and services
- 6) **ARROWS** – Move the on-screen highlight up, down, left or right
- 7) **SELECT** – Chooses the item highlighted
- 8) **ACTIVE** – For future use
- 9) **INFO** – Displays channel banner for full screen TV or other relevant information for a highlighted item
- 10) **EXIT** – Exits any menu and returns to last channel viewed.
- 11) **DOOR PANEL** – The access card slot and reset button are located behind the door panel.

Insert your DIRECTV Access Card

Locate the access card that came packed with your DIRECTV HD Receiver materials and insert the card, facing upward, fully into the slot.



Receiver Rear Panel



Your equipment may not look exactly like the model illustrated.

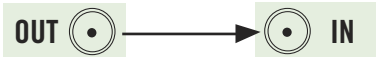
- 1) **OFF-AIR IN** – Used to receive local, off-air digital broadcast channels.
- 2) **YPbPr/COMPONENT VIDEO (Green, Red, Blue)** – Provides good picture quality. YPbPr carries only picture information, not sound; use it along with a digital audio connection or Audio Out (L/R red/white) jacks.
- 3) **VIDEO** – Connect the second RCA-type composite VIDEO jack to another device, such as a VCR. You must also connect the AUDIO cables when using the VIDEO connection.
- 4) **AUDIO (R and L)** – Connect a second set of audio cables to another component, such as a VCR or stereo.
- 5) **DIGITAL AUDIO COAXIAL** – Provides a high quality digital audio signal. Use it if your TV does not have Digital Audio optical.

- 6) **S-VIDEO** – Provides the best non-digital picture quality, better than VIDEO RCA-type or RF coaxial jacks. If your TV has an S-Video jack, use it along with the audio jacks (S-Video only carries picture information, not sound) to connect to your TV.
- 7) **DIGITAL AUDIO OPTICAL** – Provides the best digital-quality audio signal.
- 8) **HDMI** – Provides a higher quality HD picture than YPbPr/component video.
- 9) **RF REMOTE ANTENNA** – Used to receive the signal from your remote when it's being used as an RF remote.
- 10) **SATELLITE IN** – Use to connect the DIRECTV HD Receiver to the satellite dish antenna.
- 11) **LOW SPEED DATA** – You can connect your receiver to future services and accessories as they become available. Additional hardware may be required.
- 12) **PHONE** – Connects the DIRECTV HD Receiver to a telephone line. The DIRECTV HD Receiver requires a land-based telephone line connection to communicate periodically with your program provider.
- 13) **AC POWER INLET** – Use to connect the power cord for your DIRECTV HD Receiver.



TIP

When working with cables, be sure to connect corresponding outputs and inputs (Video OUT to Video IN, Right Audio OUT to Right Audio IN, etc.). Never connect an IN to an IN or an OUT to an OUT.



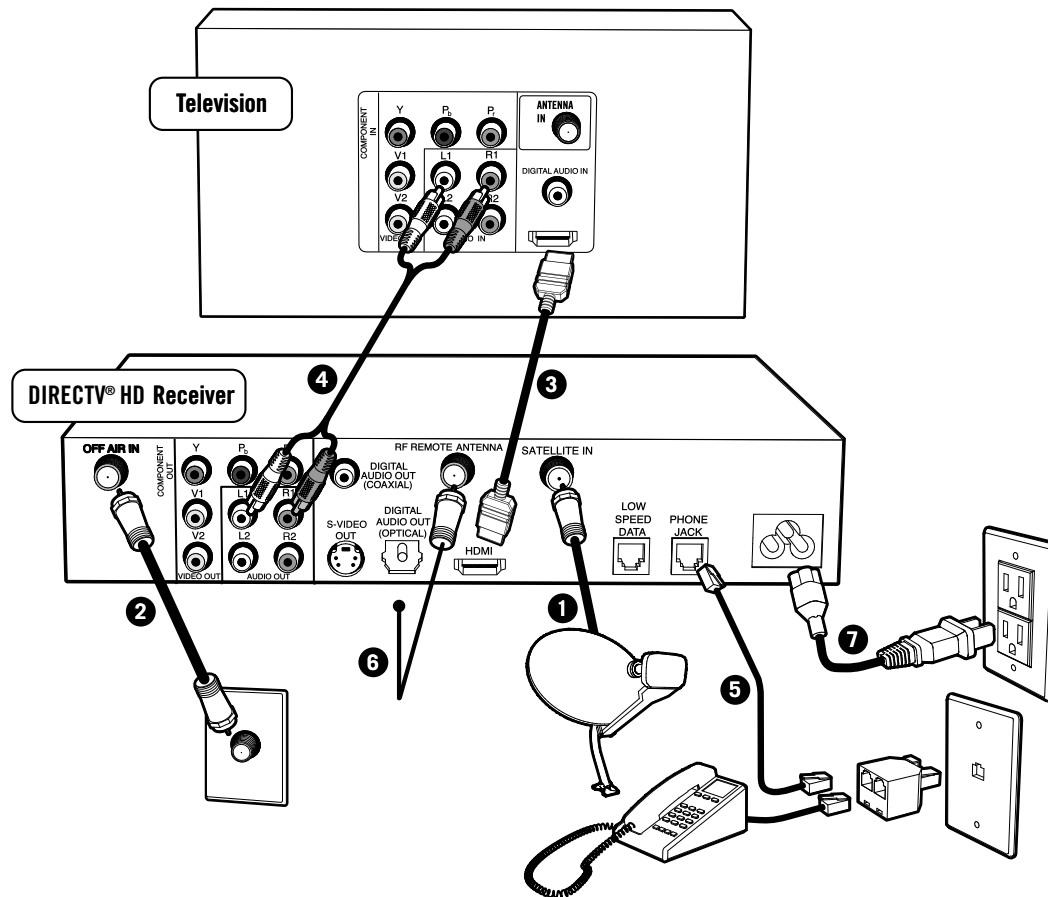
All A/V jacks and inputs are color coded. Always match the color of the plug to the same color of the jack.

Choose the Setup That Suits You

There are several ways to connect your receiver to match your particular equipment setup and to gain optimum signal quality. The following pages illustrate some of the most common setups. Keep in mind that the back panels of your TV and other equipment may not exactly match those illustrated.

Connecting Your DIRECTV HD Receiver to a TV with an HDMI Input

- 1) **Connect your satellite dish antenna to the DIRECTV HD Receiver.** Connect the RG-6 coaxial cable from your satellite dish to the jack labeled SATELLITE IN on the DIRECTV HD Receiver.
- 2) **Connect the off-air antenna to the DIRECTV HD Receiver (optional).** Connect the off-air antenna to the jack labeled OFF-AIR IN on your receiver. When you run the Guided Setup, be sure to select the Satellite & Antenna button when you reach the Satellite Dish & Off-Air Antenna screen.
- 3) **Connect the video from the DIRECTV HD Receiver to your TV.** Connect the HDMI cables to the HDMI jacks on the receiver and your TV. Note: HDMI cable is not included with HD Receiver.
- 4) **Connect the audio from the HD Receiver to your TV.** Connect the white (L) and red (R) RCA-type cables from the DIRECTV HD Receiver to your TV. Note: you can also connect either optical or coaxial audio cable from your receiver to your audio equipment if they support those formats.
- 5) **Connect the DIRECTV HD Receiver to a land-based phone line.** Plug one end of the telephone cord into a phone jack on your wall (or into a phone splitter that is plugged into a phone jack) and the other end into the PHONE JACK on the back of the DIRECTV HD Receiver.
- 6) **Connect the RF remote antenna to the DIRECTV HD Receiver (optional).** If you want to use your remote without having to point it at the receiver, such as from another room, or in a setup where objects are likely to block the beam from your remote to your DIRECTV HD Receiver (such as the receiver is in a cabinet with a door), then plug the RF remote antenna into the RF REMOTE ANTENNA jack on your receiver. Your receiver defaults to IR functionality. To activate RF functionality go to the System Setup screen, choose REMOTE in the left menu. Select *IR/RF Setup* button and follow the on screen instructions.
- 7) **Plug all power cords into electrical outlets.**



HIGH QUALITY CONNECTION

The back panels of your equipment may not look exactly like those illustrated.

Note

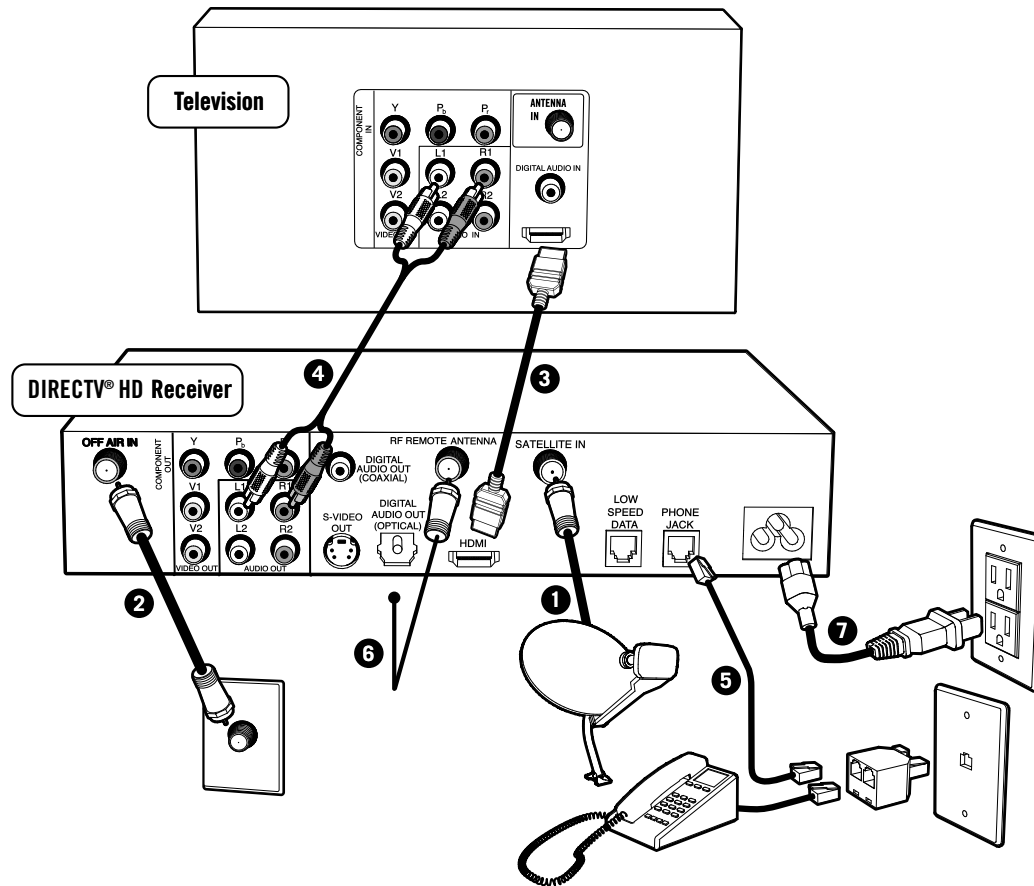
COPYRIGHT LIMITATIONS: Copyright restrictions on some HD programming may prevent you from viewing high definition programming in HD format with your DIRECTV HD Receiver. It is recommended that you connect both HD and standard definition connections to your TV so you can view these programs in regular format if HD is restricted due to program copyright.

Connecting your DIRECTV HD Receiver to an HDTV with YPbPr Component Video and Digital Audio Inputs

- 1) **Connect your satellite dish antenna to the DIRECTV HD Receiver.** Connect the RG-6 coaxial cable from your satellite dish to the jack labeled SATELLITE IN on the DIRECTV HD Receiver.
- 2) **Connect the off-air antenna to the DIRECTV HD Receiver (optional).** Connect the antenna to the jack labeled OFF-AIR IN on your receiver. When you run the Guided Setup, be sure to select the Satellite & Antenna button when you reach the Satellite Dish & Off-Air Antenna screen.
- 3) **Connect the DIRECTV HD Receiver to your TV (video).** Connect one end of the Component video cables to the COMPONENT OUT video jacks on the DIRECTV HD Receiver. Connect the other end of the component video cable to the component input on your TV, making sure to correctly match the red, green and blue connectors.
- 4) **Connect the audio from the HD Receiver to your TV.** Connect the white (L) and red (R) RCA-type cables from the DIRECTV HD Receiver to your TV. Note: you can also connect either optical or coaxial audio cable from your receiver to your audio equipment if they support those formats.
- 5) **Connect the DIRECTV HD Receiver to a land-based phone line.** Plug one end of a telephone cord into a phone jack on your wall (or into a phone splitter that is plugged into a phone jack) and the other end into the PHONE JACK on the back of the DIRECTV HD Receiver.
- 6) **Connect the RF remote antenna to the DIRECTV HD Receiver (optional).** If you want to use your remote without having to point it at the receiver, such as from another room, or in a setup where objects are likely to block the beam from your remote to your DIRECTV HD Receiver (such as the receiver is in a cabinet with a door), then plug the RF remote antenna into the RF REMOTE ANTENNA jack on your receiver. Your receiver defaults to IR functionality. To activate RF functionality go to the System Setup screen, choose REMOTE in the menu on the left. Select IR/RF setup button and follow the on screen instructions.
- 7) **Plug all power cords into electrical outlets.**

Note

COPYRIGHT LIMITATIONS: Copyright restrictions on some HD programming may prevent you from viewing high definition programming in HD format with your DIRECTV HD Receiver. It is recommended that you connect both HD and standard definition connections to your TV so you can view these programs in regular format if HD is restricted due to program copyright.



GOOD QUALITY CONNECTION

The back panels of your equipment may not look exactly like those illustrated.



TIP

Want to finish setting up some of the functions later? Just press **MENU** on your remote, press **SELECT** on *Settings* then select *Setup*.

Guided Setup and Activation

Now that your receiver and equipment are all hooked up and plugged in, you're ready to finish all the details to begin receiving your DIRECTV service.

- 1) Make sure the MODE SWITCH on the remote control is set to DIRECTV.
- 2) Press TV POWER ON. The DIRECTV HD Receiver will turn on (after you program the remote for your TV, the TV will also turn on when you press this button while the MODE SWITCH is set to DIRECTV).
- 3) Turn on your TV.
- 4) You should see the Display Language screen. This begins Guided Setup which will walk you through the steps necessary to finish setting up your equipment.

HDTV settings in Guided Setup

Several screens in the Guided Setup process are related to HDTV. These are some things to note about them.

- ▶ **TV Ratio Screen:** the Screen Format setting offers the options defined on page 7. This setting can be changed easily while watching TV by using the FORMAT button on the remote (this is explained further on the following page).
- ▶ **Resolution Screen:** the TV Resolution setting should be set to display resolutions that your TV can support. By including in this setting resolutions your TV does not support, it will be possible to lose video and audio when adjusting your receiver to optimize reception quality while watching TV. If your TV supports 1080i, 720p, 480i and 480p resolutions, you can set TV Resolution to All. With this setting, you will be able to turn on Native which lets the receiver automatically adjust resolution to match the resolution of individual TV programs as they are tuned.
- ▶ **Primary Local Network:** If you've chosen to set up both your Satellite Dish and Off-Air Antenna, you will see this screen near the end of Guided Setup. The receiver will use the ZIP code you enter on this screen to determine what locally broadcast digital stations are available to you. Setting up a Secondary Local Network is optional; it can be useful if you

are located between two network areas and intend to receive programming from both via your off-air antenna.

- ▶ **Guided Setup Complete:** the final screen in the Guided Setup process. If you're setting up both your dish and antenna, the receiver will need to reset at this point in order to receive program guide information for the digital off-air channels in your area. After the reset, many of these channels will appear in the guide. If you need to remove some of the channels from the guide or there are channels you expect to receive locally that are missing, you can make adjustments for these channels in System Setup. Press MENU on the remote, select *Settings*, then *Setup*, then *Sat & Ant* in the left menu option on the left side. Follow the instructions on screen.

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 buttons that can be used to make changes: the FORMAT button on the remote control and the RESOLUTION button on the front panel of the receiver.

FORMAT Button on your remote

Pressing this button 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, a small 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 and 480i/p and it is a 16:9 television, the cycle of settings for the FORMAT key are as follows:

1st press: 480i/p/Full	5th press: 1080i/Zoom
2nd press: 480i/p/Zoom	6th press: 480i/p/Pillar Box
3rd press: 1080i/Pillar Box	7th press: repeat cycle
4th press: 1080i/Full	

If you've indicated that your TV supports All (1080i, 720p, and 480i/p), then your cycle would also include 720p (and Native if you turned the Native feature ON). The FORMAT button allows you or other guests using your system to easily cycle all resolution and format settings with a single key until the picture displays the way they like it. Navigating menus to modify settings is not necessary.

If pressing this button causes a loss of video and audio, continue to press it until the picture returns. 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 *Settings*, then *Setup*, then *HDTV* in the left side menu. Press SELECT on the Resolution tab and change the TV Resolution option to display only the resolutions supported by your television.

RESOLUTION button on the front panel of the receiver

This button is used to cycle all available resolutions on your DIRECTV HD Receiver. It does not 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 button, you can check all available resolutions to see if that solves the problem. The LEDs on the left portion of the front panel will light below the current resolution that the receiver is set to and will change with each button press. When pressed this button cycles to native, all LEDs will light briefly then a single LED will light to indicate the resolution of the currently tuned program. The LED will change to match programs as they are broadcast.

Note

If you connect your TV to one of the composite video out jacks (VIDEO OUT, S-VIDEO OUT), and you view an HD program with the DIRECTV HD Receiver's RESOLUTION key set to either 720p or 1080i, the picture will be slightly cropped at the top and bottom. To avoid this, set the RESOLUTION key to the 480p/i position.

The DIRECTV® HD Receiver provides several display formats as shown in the following table. It also shows the formats available at each output terminal.

SETTINGS		Front Panel			Remote Control Unit
Resolution	Native	Resolution Indicators			FORMAT Key Cycle
		480i/p	720p	1080i	4:3
All	Off	ON	ON	ON	480i/p/Letter, 480ip/Full, 480ip/Zoom, 720p/Letter, 720p/Full, 720p/Zoom, 1080i/Letter, 1080i/Full, 1080i/Zoom
	On	Auto (IRD determines the resolution LED)			Native/Letter, Native/Full, Native/Zoom
480i/p	N/A	ON	OFF	OFF	480ip/Letter, 480ip/Full, 480ip/Zoom
720p		OFF	ON	OFF	720p/Letter, 720p/Full, 720p/Zoom
1080i		OFF	OFF	ON	1080i/Letter, 1080i/Full, 1080i/Zoom
480i/720p		ON	ON	OFF	480ip/Letter, 480ip/Full, 480ip/Zoom, 720p/Letter, 720p/Full, 720p/Zoom
480ip/1080i		ON	OFF	ON	480ip/Letter, 480ip/Full, 480ip/Zoom, 1080i/Letter, 1080i/Full, 1080i/Zoom
720p/1080i		OFF	ON	ON	720p/Letter, 720p/Full, 720p/Zoom, 1080i/Letter, 1080i/Full, 1080i/Zoom

In case of TV ratio 16:9, "Pillar" box will be displayed instead of "Letter".

Default Value is 480ip and 4:3/Letterbox

Front Panel LED can change when cycling using FORMAT key on the remote.

LED can change in response to a change in the Resolution setting in System Setup.

Output Connection	Available Formats
YPbPr	1080i/720p/480p/i/Native
HDMI	1080i/720p/480p/i/Native
S-Video	480i
Video (RCA Type/Yellow)	480i

Using Your IR/RF Remote to Control Your DIRECTV HD Receiver

The remote control included with your DIRECTV HD Receiver works in either IR (infrared) or RF (radio frequency). IR is the “typical” type of remote you are already familiar with from other remotes you may have—the remote must be pointed at the device for it to respond. RF allows you to operate the DIRECTV HD Receiver without having to point your remote directly at it, such as when the receiver is installed in a cabinet, or you use the remote from another room in your house. The operating range of the remote is up to 200 feet, with some possible decrease due to weak batteries or obstacles such as walls in your house. Your RF will be addressed to only one receiver, so will not affect other receivers in your home.

To setup your remote for RF, press the MENU key, press SELECT on *Settings*, then select *Remote* from the left menu. Press SELECT on the *IR/RF Setup* button. Follow the onscreen instructions to configure your remote.

Receiving Local “Off-Air” Broadcast Channels

The DIRECTV HD Receiver can tune to both satellite and locally transmitted, off-air broadcast HD channels, and will display these local channels in the Guide. In order to receive off-air channels, attach an off-air antenna to the OFF-AIR IN as instructed in the “Getting Connected” section (page 28). During the Guided Setup process, be sure to select the Satellite & Antenna button when you reach the Satellite Dish & Off-Air Antenna screen and follow the on-screen instructions.

If you didn’t setup an off-air antenna during the guided setup, you must enter your location into the receiver using the Local Network Area screens in order to receive Program Guide information for local off-air broadcast channels. When you enter your ZIP code, if there is more than one network area available, your receiver will show your options. Pick the one closest to you as your primary network area. In some cases, there may be more than two cities displayed. You may decide to also enter a secondary local network if more than one is available to you, but this is optional.

To scan for off-air channels and set up the local network areas after Guided Setup, do the following:

1. Press MENU.
2. Press SELECT on *Settings* in the Quick Menu.
3. Select *Setup* in the Quick Menu.
4. Select *Sat & Ant* from the options on the left menu.
5. Press SELECT on the *Antenna Setup* button. If you have not selected your local networks yet, select the *Local Networks* button and follow the instructions until you are done.
6. Select the *Scan for Channels* button to have the receiver scan local off-air frequencies.

When the receiver has finished scanning for channels, you are given the chance to edit local off-air channels to remove channels from the Guide that you don’t watch, or those that have poor reception.



Don't Wait, Activate!

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:

- ▶ Tune to Channel 100 and be sure you're picking up a satellite signal (DIRECTV channel).
- ▶ Have on hand your service address, social security number and a valid major credit card.
- ▶ Note your access card and receiver ID numbers (find these by pressing MENU, then go to *Settings* and press SELECT. Then go to *Setup* and press SELECT).

All ready? Just call **1-800-DIRECTV** (1-800-347-3288) and pick the programming package that's right for you. Easy!

What's On

Chapter 3

- 40** Watching TV
- 43** The Guide
- 45** Autotune
- 47** Pay Per View



TIP

Use your handy Channel Lineup (included in your Welcome package) to find the numbers of all the channels.

Watching TV

Now that everything's set up, you're ready to grab your remote and get clicking!

With the MODE SWITCH to the left (under the DIRECTV logo), press TV POWER ON. To access the channel of your choice, simply key in its numbers on your remote (the channel will appear in a few seconds, or press ENTER after the numbers and it will appear right away). You can also navigate to different channels through the Guide, covered in detail starting on page 43. Keep in mind, either way, you'll only be able to access those channels in your chosen DIRECTV® programming package.

Use the black keys on the left side of your remote control to adjust volume up or down (VOL) or mute the sound (MUTE). The black keys on the right side can take you to the next channel numerically up or down (CHAN), or jump to the previous channel you watched (PREV).

The Channel Banner

Any time you tune to a channel, you'll see the channel banner appear across the top of the screen. This banner holds all sorts of useful information and options:

- 1) **Current date & time**
Displays the day, date and current time.
- 2) **DIRECTV Channel**
The logo, number and call letters of the station you're currently viewing.
- 3) **Program**
The title, start and stop times and rating of the current program.
- 4) **Current Favorites**
Identifies Favorite Channels List currently in use. (See Favorite Channels on page 61 for complete details.)
- 5) **Audio options**
Displays brightly if alternate audio options are available. (See Icons on the inside back page and Audio Options on page 55 for more details.)
- 6) **Messages**
Displays brightly if there are new messages in Caller ID & Messages. (See Icons on the inside back page and Caller ID & Messages on page 63 for details.)
- 7) **Parental Controls**
Indicates the overall lock status of the receiver. It's either locked, unlocked, or temporarily unlocked. (See complete details on Parental Controls on page 65).



The channel banner gives you information on the channel and show you are currently watching. The banner depicted here displays during channel tuning by either pressing CHAN or PREV or by entering the channel number.



To see program details, at any time press **INFO** on your remote (press a second time to clear). Select **Get More Info** button to see additional program information.

To remove the channel banner from the screen, you can always press **EXIT**. The banner will disappear on its own – or time out – after a few seconds.

You can also view the channel banner for a program you're watching or that you've highlighted by pressing **INFO**. For more detailed information, **SELECT** *Get More Info* button to check out additional showings, purchase pay per view or set up an Autotune (Autotune described on page 45.)

Music Channels

You'll find, as part of your great DIRECTV programming, dozens of enjoyable, continuous, commercial-free music channels with something for every taste. Tune to these just as you would to any channel. You'll see a special Channel Banner on these that initially displays its channel description (i.e., "Alternative," "Today's Country"). As information is received, current song information will appear in the banner, including song title, artist and record company. Click on *More Info* for additional details.

The Guide

Overview of the DIRECTV Advanced Program Guide®

The Guide is your helpful tool that displays listings of current and upcoming programs. Find out what's on (now or later), change the channel, find and purchase a pay per view movie or event, even do a special search for a program you're interested in. You'll find program information for the current time slot and forward for a total of 90 minutes displayed – and information for up to the next seven days.

The Guide displays most of the channel banner items, plus:

- 1) Picture In Graphic (PIG)
- 2) Time slots (with half-hour headings)
- 3) Channel number and call letters
- 4) Program listings

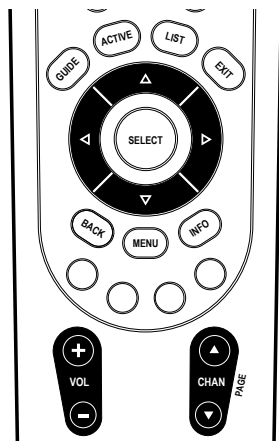
Getting Around in the Guide

- 1) Press the GUIDE key on your remote.
- 2) You can choose how you want to sort the Guide. Select all channels, or only those in a specific category by using the up and down arrow keys on the remote to highlight your choice.
- 3) Press SELECT to view current listings.



TIP

When you display the Guide – or when performing other tasks – you'll see a small video picture, the Picture In Graphic (PIG), of the last channel you were watching in the upper right-hand corner of the screen. So, no matter what you're doing, you don't miss a thing!



Highlight an item by using the arrow keys to scroll LEFT, RIGHT, UP or DOWN. Press SELECT to access the information or channel.



Info Screen

- 4) Navigating through the Guide is simple:
 - ▶ The UP, DOWN, LEFT and RIGHT arrow keys move you through the listings and time slots. Highlighting a program will show you its description.
 - ▶ Use the CHAN key up or down to move through channels, a full page up or down.
 - ▶ Press the RED or GREEN keys to move horizontally through the time slots a full screen forward or back.
- 5) To tune to a program that is on now, highlight the program and press SELECT. Selecting a future program displays the info screen for that program. Selecting a channel tab tunes the PIG to that channel. Pressing INFO on it will display an INFO screen for that channel.

Like more information on a program? You can always press INFO when you've highlighted a show in the Guide to view a more in-depth description – pressing SELECT on a future program will get you there, too. This screen also gives you the choice to see what other showings of the program there may be, even set your receiver to automatically tune in (see *Autotune* on page 45).

Autotune

A great way to catch all your favorites

Is there a favorite show you keep missing, or a movie you've been meaning to watch? Like to make sure you don't miss the big game? You'll want to try the *Autotune* feature – and let your TV tune itself in to the programs you choose.

Set your DIRECTV® HD Receiver to autotune to any show on a channel you receive within the Guide grid's timeframe, and it will automatically turn on and tune in when the time comes.

Here's how it works.

- 1) While in the Guide, highlight a program that interests you.
- 2) Find what you want, then press INFO. The full description of that show will be displayed, plus you'll see the Autotune option on the left side of the screen.
- 3) Highlight and select *Autotune*.
- 4) Set the options to your liking, then select the *Set Autotune* button, then *OK* on the confirmation screen.



TIP

Try one-touch convenience with *One-Touch Autotune*. Just highlight a program in the Guide and press **ENTER** on your remote. You'll see the autotune icon (📺) appear next to the title. Press **ENTER** a second time to cancel the autotune. Keep in mind – you won't be able to customize your autotuning the one-touch way.





TIP

Like to record a program you've autotuned? Make sure you've connected your VCR properly to your DIRECTV® HD Receiver, then set up your VCR to record at the same time and you're set!



Whenever you've set up a program to autotune, a related icon will appear on the listing. Any time you'd like to view the programs you've set to autotune, press LIST on your remote to access the *To Do List*. Here, you can also view and alter your autotuned programs through the *Scheduler* which you'll find under *Settings* in the Quick Menu (see page 51 or more info).

Note

If you turn your receiver off at any time, any scheduled autotunes will cause it to turn on for the duration of the program being autotuned.

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 for a one-time purchase price on DIRECTV Pay Per View. You'll find them listed in the Guide just like other showings, starting at channel 100.

Scroll through your choices, and press SELECT or INFO to view the options. As long as your receiver has been connected to a land-based phone line, you can place your order though your remote (purchase charges will appear on your next bill). You'll get a reminder on-screen that your pay per view purchase is about to air shortly before air time. But, just to make sure you don't miss it, why not set up an autotune? Choose the *Autotune* option and follow the prompts.

If you need to cancel your pay per view order for any reason, you may, as long as you haven't yet viewed any of the program. Highlight the show again and press INFO and you'll be given the opportunity to cancel. You can also cancel, as well as see an overview of your pay per view purchases, through the *Scheduler*, part of the Quick Menu (see page 50) you can access by pressing the MENU key on your remote, then select *Settings*.

Keep in mind, too, if ever a pay per view program exceeds spending or rating limits you've set with *Parental Controls*, your password will be required to purchase it.



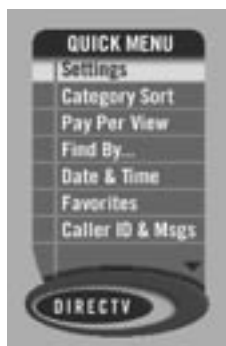
TIP

You can also order DIRECTV Pay Per View movies or events over the phone or at DIRECTV.com. Keep in mind, though, there is an ordering fee for those purchases placed over the phone. Also, you will be charged for the program even if you don't watch it.

The Quick Menu

Chapter 4

- 50** What's On the MENU?
- 51** Settings
- 55** Audio Options
- 56** Category Sort
- 57** Pay Per View
- 58** Find By
- 60** Date & Time
- 61** Favorites
- 62** Previous Channels
- 63** Caller ID & Messages
- 65** Parental Controls



What's on the MENU?

All sorts of great things!

With the MENU key on your remote, accessing useful information and many handy features is a snap with the Quick Menu. Some of the items you'll see depend on which screen is currently displayed. For instance, if you access the Quick Menu while viewing the Guide, you'll find an option to filter programs by category. Other options, such as *Settings*, appear anytime you bring up the Quick Menu, regardless of your current screen. Whenever you access the Quick Menu, the header across the top of the Quick Menu will read "Quick Menu."

To remove the Quick Menu from the screen at any time, simply press EXIT to return to live TV, or press the MENU key again to go back to where you were.

So, let's start with some of the most commonly used features – ones you'll use to enhance your viewing experience.

Settings

Want to have things just your way? From the Quick Menu SELECT *Settings*, here, you'll find all kinds of ways to customize, adjust and keep track of your DIRECTV® viewing experience.

Setup

When you first enter *Setup*, your *System Setup* status screen will be displayed. To view all the different settings that are currently in force, hit the RIGHT arrow and PAGE down through the screen. You can make changes from the menu options on the left side of your screen.

Info & Test

SELECT Info & Test will allow you to choose 2 options:

- ▶ *System Info* screen lets you view the current system information.
- ▶ Arrow and SELECT *System Test* to run tests of the tuner, access card, receiver ID, LNB output and phone lines.

Sat & Ant

This option is useful if your box has lost signal strength, or you need to realign your satellite dish. Here you can access the dish setup (including latitude and longitude screens, if you're using DIRECTV service from an RV or boat or other circumstance where you don't have a ZIP code). You'll also find options for setting up your off-air antenna to receive locally transmitted, off-air broadcast HD channels.

Remote

You can also find instruction for programming the remote for other equipment, like DVD players, VCRs, Stereo equipment and TVs. You can also choose to set up a remote for RF (omni-directional use as opposed to pointing it at the receiver).



Audio

This screen allows you to make changes to your language audio setting. The default audio language for your system is English. Press SELECT on the language options to find and choose a new one. Audio language settings only affect programs with a Secondary Audio Program (SAP) in the language you've selected. The setting does not alter the language used on-screen. SELECT the tabs by scrolling up to the top of the screen. Select the Digital Audio tab to set preferences for Dolby Digital. See page 12 for setting instructions.

Display

Display lets you customize certain viewing aspects. By selecting the Interface tab, you can adjust the timeout of the on-screen channel banner, as well as choose menu language preferences and Time Zone and Daylight Savings Time settings. Select Captioning to adjust display preferences for closed captioning. *You can turn captioning on or off, as well as select the language and font size, style, color and background color for captioning.*

HDTV

Here you'll have the opportunity to adjust some of your HD settings. Choose the TV Ratio tab to set the aspect ratio of your TV or change screen format and bar color. (See page 7 for details.) Select Resolution to adjust your system to display only those resolutions your TV supports. Centering allows you to move placement of video and menus on screen.

Access Card

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

Reset

This screen offers directions for restarting the receiver, resetting all settings to factory defaults, or resetting everything, which clears all data from the receiver and restarts to Guided Setup. Certain safety measures are included so changes can't be made accidentally. You should only perform a reset if instructed by a DIRECTV Customer Service Representative.

Scheduler

This feature gives you an overview of and access to all the programs you've set to autotune or purchase. From the Quick Menu SELECT *Scheduler*, and you'll see the current status screen. You can choose other options from the menu item to the left.

To Do List

Selecting the To Do List will display all of the upcoming programs you have set to Autotune, including all pay per view showings. If you did not set an Autotune for a PPV, then it will not appear here. Highlight program and press SELECT to access its Info screen and make changes. You can also access the To Do List from your remote by pressing the LIST key.

Schedule History

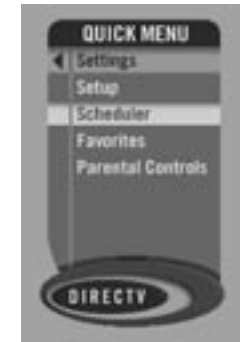
Displays the past programs (up to 45) you have autotuned or purchased, in reverse chronological order for easy reference. It also lists items that were cancelled or not tuned because of conflicts.

Purchases

Here you'll find a listing of past and future pay per view purchase items. Select an item to display its Info screen.

Manual

Here you can manually set up an autotune without regard for the program Guide. For example, you can set your receiver to Autotune to a specific channel at 8 PM Monday regardless of what's on. This is useful when recording to a VCR.



Favorites

Check the current status of your *Favorites* list(s) by clicking here, and make changes if you like. See page 61 for more details.

Parental Controls

Check the current restrictions of your *Parental Controls* by clicking here, and make any adjustments. See page 65 for more details.

Audio Options

Some programs have alternate audio available (such as other language tracks or Dolby Digital). You can set the default so that when ever a program has alternate audio available, it automatically plays this audio, or you can change the alternate audio temporarily for the program you are watching.

To change the default audio:

- 1) While in Live TV press MENU.
- 2) From the Quick Menu, SELECT *Settings*
- 3) Scroll down to *Setup* and press SELECT
- 4) Scroll down to *Audio*, and press SELECT
- 5) Pressing SELECT on the Default Audio option. Scroll down and SELECT the audio language that you want as a default.

To temporarily change the audio:

- 1) While in Live TV press MENU
- 2) From the Quick Menu , scroll down to *Audio Options* and press SELECT
- 3) Scroll to the audio track you prefer and press SELECT.

This will temporarily change the audio. Once the program is over or you change the channel the audio will change back to the default settings.

NOTE: You may also cycle through all available audio tracks for a tuned program by pressing the yellow key on the remote.



Category Sort

This handy tool lets you temporarily arrange the Guide to view only programs in a particular category such as Movies, Sports or News.

- 1) While in the Guide, press MENU
- 2) Arrow to *Category Sort* and press SELECT
- 3) Select the genre you want, and you'll be able to further narrow your choices by subcategories (i.e., Movies, Comedy). The Guide fitting the description will appear.
- 4) Simply scroll through to find a program you like. Programs with a left arrow to the left of the title are presently playing. SELECT a presently playing show to tune to it or SELECT a future program, and you'll see its related info screen and have the opportunity to autotune it or see other showings.

Just press GUIDE to return to the regular Guide, or EXIT to return to live TV.

Pay Per View

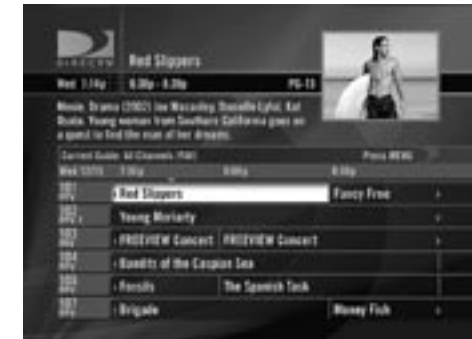
This option enables you to check out DIRECTV® Pay Per View listings by category.

- 1) While in the Guide, press MENU.
- 2) Arrow down to *Pay Per View* and press SELECT.
- 3) You will see three choices for sorting the listings. Choose *All* to display all current options. *Movies* will give you listings of all current movies available. Pick *Special Events* to see available events such as sports, comedy specials and more.
- 4) A list of PPV will appear. Select a current program to tune to it, or select a future program and you will be presented with other options (*Buy*, set an *Autotune* or list other *Showings*).



TIP

Just highlight and select a pay per view item from your list if you'd like to schedule a viewing. See page 45 page 47 for more details.





TIP

Want to find your program quicker?
Narrow your search by selecting
subcategories – just follow the prompts.



TIP

Keep in mind, when you search with
Find by, only those programs slated to
air within the Guide's number of days
of programming supported by your
receiver will appear on your list.

Find By

Would you like to locate a particular program, movie or sports event you want to see – even shows starring a favorite actor, or games with your favorite team? *Find by* offers some easy ways to spot just what you want.

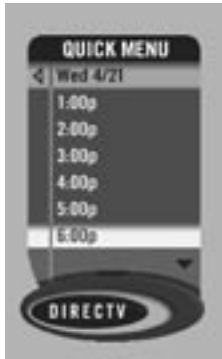
- 1) Press MENU.
- 2) Scroll down to *Find by* and press SELECT. You'll see options to direct your search.
- 3) You can find a program by *Title*, *Person*, *Keyword* or *Channel*.
 - ▶ Choose *Title* if you know the name of the program you're looking for. Just scroll through and select the letters of the alphabet that spell the name until you see it appear in the list.
 - ▶ Choose the *Person* search option if you're looking for any programs that feature a particular actor/actress or director. Select the letters of his or her last name until you see the name appear. Select the name. You can narrow the search for programs by selecting categories.
 - ▶ If you don't know the name of a program, but know one of the words of a title... or, if you're looking for a certain subject matter... try *Keyword*. Spell out the name of the word or words you want, following the prompts (i.e., "Chicago Cubs" if you're searching for ballgames).
 - ▶ Select *Channel* to find a particular channel by the call letters (i.e., HBO®) then select the channel to see the full programming listing.

- 4) Once you've found a program you're after, all you have to do is highlight and select the title to display when the program is on.
- 5) If the program listed is currently on, then selecting it will tune to it. If the program is upcoming, the selecting it will bring you to the info screen. Here, you'll have the opportunity to set an autotune for the program.

Recent Finds

If you'd like to view all of the programs you've recently searched. You can always go back to repeat a search for a found item for any new listings available – just select the item to try again. You can also easily mark and delete any *Finds* you no longer want.





Date & Time

Here's a convenient way to look several days ahead in the Guide, without having to scroll through pages of programs.

You can quickly see what's on during a specific day or time.

- 1) While the Guide press MENU.
- 2) Then scroll down to *Date & Time* and press SELECT.
- 3) You'll find the current day and next seven days listed. Choose the date you're interested in.
- 4) Scroll through and select the hour you want. The Guide will now display programs for the date and time you selected.

If you find something you like, press ENTER for a one-touch autotune or INFO to view and set autotune options.

Favorites

Wouldn't it be nice to have all the channels you like best, right-at-hand? Or a grouping of family channels just for the kids?

Favorites allows you to set up special, customized List of Channels that shows only those channels you choose both in the Guide and while channel surfing Live TV.

- 1) Press MENU to get to the Quick Menu.
- 2) Select *Settings*, then *Favorites*.
- 3) SELECT a custom list on the left side of the screen.
 - ▶ Select the box next to the channel you want on a custom list (press SELECT again to delete it).
 - ▶ Use *Add All* or *Remove All* to save time when choosing a lot of channels.
 - ▶ Scroll through the channels, or key them in directly using NUMBERS on the remote to access what you're looking for. Once you've decided on the channels for your list, select the Name Tab.
- 4) To name your custom list, arrow over to the *Name List* tab and press SELECT
 - ▶ Use the onscreen keypad to name your custom list – “Kids” or “Joe” or whatever you like.
 - ▶ When you are done, go to *Update Name* and press SELECT.

When you're using a Favorites list, the Guide will only display those channels you've chosen – and you'll also only see those channels when you use CHAN UP/DOWN on your remote.

Keep in mind, no matter what Favorites list you're currently using, you can still always access any channel you receive by keying in its channel number on your remote. You can also edit or delete a list at any time.



TIP

The normal, or default, setting for the channels you can view in the Guide is **All Channels**, or all available channels on DIRECTV service — whether or not you receive them in your programming package. You may choose to use your current favorites list by selecting **Current Item** in the left menu of the favorites screen. Or you may choose another favorite item in the **Quick Menu**.



Previous Channels

While watching live TV, you can easily surf between your four most recent channels when you select *Previous Channels* from the Quick Menu – perfect for keeping up with different games, or tracking breaking news.

Select *Previous Channels*, and a list will appear showing up to the last four channels viewed. Just highlight and select any channel from the list to tune to it, or press INFO while a channel is highlighted to see further details.

Don't forget – you can always tune to the prior channel you were watching just by pressing PREV on your remote!

Caller ID & Messages

Here you'll be able to access communications from DIRECTV. If you have Caller ID service*, you can also view phone calls you've received.

Caller ID

Here you can turn Caller ID on and off, set the number of calls kept in your log and view past calls

To turn Caller ID on and off:

- 1) Press MENU to get to the Quick Menu.
- 2) Go to *Calls & Msgs* and press SELECT.
- 3) SELECT the *Turn On/Off Notice* to toggle Caller ID on and off.

To access the other CALLER ID Call Log settings:

- 1) Press MENU to get to the Quick Menu.
- 2) Go to *Calls & Msgs* and press SELECT.
- 3) Next SELECT *Caller ID* then *Go There*.
- 4) Select *Caller ID* in the left menu.

*You must subscribe to this service through your local telephone company.



TIP

Remember, you must already have Caller ID service from your phone company to use this feature!





The messages icon will appear brightly on your channel banner whenever there's any new or unread message in your *Inbox*.

- ▶ Choose the *Service* tab. Here you can choose to turn Caller ID on or off, set the number of calls to keep in your log, and turn notification on or off.
- ▶ The *Call Log* tab displays your recent incoming calls. Highlight and select a name, and you have the opportunity to call the number or delete that listing from your log. If you call the number, you will have to pick up your phone to speak.

Unless you've turned off the *Notification* option, you'll see a notice on your TV screen whenever a call comes in.

Messages

You'll be able to view a listing of titles of any current messages waiting for you.

- 1) Press MENU to get to the Quick Menu.
- 2) Go to *Calls & Msgs* and press SELECT.
- 3) Next SELECT *Go There*.
- 4) Select Messages in the left menu.
- 5) Simply highlight a message and press SELECT to read, then you'll have the choice to save or delete them.

Parental Controls

Would you like to set some limits on your children’s viewing habits? *Parental Controls* enables one or more “keepers of the passcode” to place certain restrictions on just who’s watching what. Whether it’s for mature content or spending amounts, you’re always able to keep limitations where you want them for the whole family.

From the Quick Menu, SELECT *Parental Controls*, then *Edit Settings*. You’ll see the current status showing any restrictions. The system default is “unlocked” for all categories, and the “spending” control has a default \$10 limit. Here’s how you can set limits for:

Ratings

Here you can set rating limits for Movies and TV, allowing you to block certain ratings unless the proper passcode is entered

- 1) Press MENU to get to the Quick Menu
- 2) Go to *Parental Controls* then *Edit Settings*
- 3) SELECT *Ratings*

▶ *Movies*

From the *Movies* tab select the overall rating limit you wish to impose. Brief descriptions of the ratings appear for your guidance. Allowing a rating allows all ratings below that level; blocking one blocks any higher ratings also.

▶ *TV programs*

Choose the *TV* tab, then highlight and select the TV rating you desire. You can also choose ratings for particular content (i.e., Sexual Content, Violence, Dialogue), each of which is described as you scroll through.



TIP

For ratings limits and channel blocks, as well as most other checkbox-type items, pressing SELECT toggles the item on and off.

► *Other shows*

To block programming that has no rating – such as news and sports and shows with a rating of “None” – select the *Other* tab.

5) If you are done setting your Parental Controls, don’t forget to lock the receiver. Press SELECT on *Lock Now*.

Channel Blocks

You can limit viewing of a certain channel or channels from this menu.

- 1) Press MENU to get to the Quick Menu
- 2) Go to *Parental Controls* then *Edit Settings*
- 3) SELECT *Chan Blocks*
- 4) Scroll down the channel list to SELECT those you wish to block, or key in the channel numbers for quicker access. Use Block All or Allow All to save time if you wish to affect a large number of channels.

Spending

From the menu on the left, choose *Spending* and then set your preferred spending limit for any single pay per view purchase. Simply key in the amount using the numbers on your remote.



Hours

This feature allows you to set a range of allowable viewing hours for different days of the week. Just select your preferences to set up any limits.

Now, lock it

Once you've decided on the restrictions you want, choose *Lock Now*. 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 recreating 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.

Locked states: Locked, Unlocked, Temporarily Unlocked

Locked: All settings activated. Box is locked.

Unlocked: No setting activated.

Temporarily Unlocked: Box can be unlocked on a single program or all settings can be unlocked for four hours. At the end of the program or after four hours, the box will re-lock itself. Placing the box in STANDBY also re-locks. The box can also be re-locked by going to the QUICK MENU, selecting Parental Controls, then Lock Now.



TIP

The Parental Controls icon in the Channel Banner will tell you if your receiver is locked, temporarily unlocked, or unlocked.



Locked



Unlocked



Temporarily Unlocked

Let me in...!

Don't worry – temporarily or permanently unlocking is easy. To temporarily unlock a particular program:

- 1) When any controls are currently activated, a message with the option to *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) Go to the MENU.
- 2) Then SELECT *Parental Controls*.
- 3) Various options for unlocking temporarily or permanently will appear. SELECT one and enter your password.

Note: If you have Parental Controls set and temporarily unlocked, turning the receiver power off will relock the box.

You can change your passcode, at any time.

- 1) Go to the MENU.
- 2) Then SELECT *Parental Controls*.
- 3) Then SELECT *Edit Settings*.
- 4) Scroll down to *Passcode* and SELECT.
- 5) You will need to enter you old passcode before creating a new one.

Other Information

Chapter 5

- 70** Perform a Code Search
- 71** Troubleshooting
- 84** Limited Warranty
- 90** FCC Customer Information
- 94** Registration Information
- 96** Index

Perform a Code Search on Your Remote Control

If you were not able to find a code for your brand of TV or component, then you can try a code search. This process may take up to 30 minutes.

- 1) First turn on the TV or component.
- 2) Move the slide switch near the top of the remote control to the appropriate position.
- 3) Point the remote away from your DIRECTV® HD Receiver and components. Press and hold MUTE and SELECT buttons at the same time until the light above the Mode Switch at the top of the remote flashes twice (about 5 seconds).
- 4) Enter one of the following 4 digits
 - TV: 9 9 1 1
 - VCR or DVD: 9 9 1 2
 - Stereo: 9 9 1 3
- 5) Press the PWR key on the remote control.
- 6) Point the remote to the TV or component and press CHAN UP. Repeatedly press the CHAN UP until the TV or component turns off.
- 7) When the TV or component turns off, the press SELECT.

Note: If the light flashes 3 times before the TV or component responds, then you've cycled all codes and, unfortunately, the code you need is not available. You must then use the remote that came with your TV or component.

Troubleshooting

Many problems can be corrected by performing a simple reset of the DIRECTV HD Receiver. If you experience the following:

- ▶ Image freezes
- ▶ Audio freezes
- ▶ Blank screen
- ▶ Won't respond to front panel button or remote control

Try one of these:

- ▶ Press the red RESET button behind the access panel door on the front of the DIRECTV HD Receiver, then wait for program guide information to be acquired.
- ▶ If the problems persist, try unplugging the power cord of the DIRECTV HD Receiver for 15 seconds to 2 minutes, then plug it in again.
- ▶ Running the System Test (later in this section) can also help you diagnose and solve many common problems.

System Upgrades

Your DIRECTV HD Receiver is able to receive upgrades or modifications to some of its features and functions. These modifications will occur automatically, usually at times when the receiver would likely be turned off. If your receiver is on when an upgrade or modification is sent, you may experience a disruption in reception for a minute or two. Your reception should return to normal after the modification is complete. Your receiver must be plugged in to receive any upgrades. Do not unplug your receiver while an upgrade is in progress. Please consult the Upgrade Menu to find a schedule of upgrades or modifications planned by DIRECTV.

Note

If you prefer, we can provide you with the name of an Authorized Service Representative who will visit your home for a fee to set up your digital satellite receiver and instruct you on its operation. For details about this service, call 1-800-DIRECTV or visit DIRECTV.com.

**TIP**

You can find additional troubleshooting help at DIRECTV.com.

DIRECTV HD Receiver Problems

Progress bar freezes during Satellite Data Acquisition

This is normal. The progress bar times out after two minutes. If your screen is still blank for two minutes after the progress bar times out, follow these steps to restart your receiver:

- 1) Press the red RESET button behind the access panel door on the front of the DIRECTV HD Receiver.
- 2) Wait for program guide information to be acquired.

Wrong picture, blue screen, snow, scrambled picture or black/blank picture

The DIRECTV HD Receiver and most TVs and VCRs let you toggle between video sources. If you don't see the signal you think you should be seeing, try using these keys to toggle between the signals.

- ▶ Press the TV/VCR key on the VCR remote or on the VCR's front panel.
- ▶ Press the TV INPUT key on the remote control.

Any of the above actions switches the source of the video signal from satellite signals to the antenna or cable signal, and vice versa. If problems persist, turn off all equipment that is connected to your TV, wait a few minutes, then turn the DIRECTV HD Receiver back on.

It is also possible your DIRECTV HD Receiver is not configured properly for your HDTV. Press the FORMAT key on your remote or the RESOLUTION key on the receiver front panel to cycle through the available resolutions. The RESOLUTION key cycles through all resolutions, including Native. The FORMAT key cycles only through resolutions you've set in the Settings screen, and it also cycles through screen formats (letterbox, pillar box, zoom, etc.) based upon the Aspect Ratio you set in the Settings screen (4:3 or 16:9).

Problems with Caller ID

- ▶ **You must subscribe to Caller ID service through your local phone company.**

Also, check to be sure your Caller ID feature is turned on (see page 63).

- ▶ If you are plugging your receiver to a wireless phone jack, note that it typically does not transmit Caller ID information and you may need a special wireless phone jack to use with Caller ID service. See the user's manual that came with the wireless phone jack to see if it transmits Caller ID information. If it doesn't, either connect the phone line directly to a standard wall-mount phone jack or install a wireless phone jack that transmits Caller ID information.

DIRECTV HD Receiver will not turn on

- ▶ Check to make sure the power cord is plugged into the DIRECTV HD Receiver and the wall outlet.
- ▶ Check the wall receptacle (or extension cord) to make sure it is "live" by plugging in something else.
- ▶ Make sure the remote control is on DIRECTV mode, and press TV POWER ON.
- ▶ Press TV POWER ON, then press it a second time.
- ▶ Check batteries in remote control.
- ▶ Be sure remote control is pointed at remote sensor, and the front of the receiver is not blocked.
- ▶ Unplug the receiver. Wait five minutes. Plug it in again.

Turns off while playing

- ▶ Electronic protection circuit may have been activated because of a power surge. Wait 30 seconds, then turn on again.
- ▶ Unplug DIRECTV HD Receiver for a few minutes, then plug back in. If this happens frequently, the voltage in your house may be abnormally high or low.
- ▶ Consider using a surge protector or line conditioner.
- ▶ If your TV turns off while playing, *and other lights/appliances in your house do too*, you may have blown a circuit breaker or be experiencing a power outage.
- ▶ Consult an electrician if the problem is frequent or severe, especially if other household appliances or electronics are affected.

DIRECTV HD Receiver turns on or changes channels unexpectedly

An autotune may have been activated. See page 45.

Top and bottom of program image is cut off

If you connect your TV to one of the composite video out jacks (Video Out, S-Video Out or TV Out), and you view a high-definition program with the DIRECTV HD Receiver's RESOLUTION button set to either 720p or 1080i, the picture will be slightly cropped at the top and bottom. To avoid this problem, set the RESOLUTION button to the 480p/i position by pressing the RESOLUTION key on the front panel of your DIRECTV HD Receiver.

The message “(Due to) Copyright restrictions...” appears on-screen

This means that the program you're trying to watch may not be viewable on some outputs. Use a different connection from the DIRECTV HD Receiver to your TV (see page 28 for details).

Closed caption displays overlap

If you turn on closed captions on both your DIRECTV HD Receiver and your TV, you may see overlapping closed captions. To avoid this, turn on closed captions on only one or the other, not both.

Left/right side of screen doesn't match with TV in HDMI/Component mode

Your particular brand of TV may use a different screen offset. Press the MENU key, then press SELECT on Settings. Select the HDTV item in the left menu, then select the Centering tab on the HDTV screen. Follow the onscreen instructions to adjust the left/right side of the screen.

Audio, no video

Video mode set to 720p, TV only supports 1080i. Also, if your receiver is set to Native mode, some programs are in 720p and might not show video when viewed. To fix this problem, change the output mode to 480p or 1080i only. Change the output mode in System Setup as follows:

- ▶ Press MENU.
- ▶ Press SELECT on *Settings* in the Quick Menu.
- ▶ Select *Setup* in the Quick Menu.
- ▶ Select *HDTV* from the left menu.
- ▶ Select the *Resolution* tab.
- ▶ Select a TV resolution option that shows the resolutions supported by your TV.
- ▶ You can also change the Native option on this screen.

Loss of local, off-air (ATSC) channels

The following conditions may cause loss of local, off-air channels:

Your local broadcast time may have changed.

Many digital broadcasts are not aired 24 hours per day.

The signal strength for your local station may not be strong enough due to atmospheric conditions, obstructions, or antenna location. If you are using a directional antenna for local stations, try orienting your antenna differently or placing it in a different location. The HD antenna included with your receiver is omnidirectional and does not need to be oriented, however, if your receiver is in a stereo cabinet or other enclosure, it may weaken the signal.

To check the off-air signal strength, do the following:

- ▶ Press MENU.
- ▶ Press SELECT on *Settings* in the Quick Menu.
- ▶ Select *Setup* in the Quick Menu.
- ▶ Select *Sat & Ant* from the left menu.
- ▶ Press SELECT on the Antenna Setup.
- ▶ Press SELECT on the Antenna Signal meter.

If the signal strength for the desired channel or channels is low, try relocating or re-orienting your antenna. You may also try selecting a different primary or secondary network area.

No program information on some off-air channels

Not all program information is available for all areas. See your local newspaper or a printed TV schedule for listings.

Aspect ratio problems. Why do I see black bars and gray bars?

Your aspect ratio and screen format may be set improperly for your TV or the program you are watching. Press the FORMAT key on your remote to cycle through the available settings. You may have to change the display settings in System Setup as follows:

- ▶ Press MENU on the remote.
- ▶ Press SELECT on Settings,
- ▶ Select Setup.
- ▶ Select HDTV.

Then,

If watching a 4:3 program on a 16:9 screen, the picture will be too tall to fit the screen. Choose one of the following:

- ▶ “Pillar box” shrinks the picture until the height of the program fits the screen. The picture is no longer wide enough to fit the screen, so black/gray bars are on the left and right of the screen.
- ▶ “Full” or “Pan/Scan” stretches the picture horizontally until it’s wide enough to fit the screen. There are no black/gray bars, but the picture is distorted.
- ▶ “Zoom” magnifies the picture, keeping the 4:3 aspect ratio, until the screen is full. There is no distortion, but the top and bottom of the picture are cut off.

If watching a 16:9 program on a 4:3 screen, the picture will be too wide to fit the screen.

Choose one of these settings:

- ▶ “Letterbox” shrinks the height of the picture. This results in black/gray bars at the top and bottom of the screen.
- ▶ “Full” or “Pan/Scan” shrinks the width of the picture, so the picture is stretched vertically until it fits the screen. There are no black/gray bars, but picture is distorted.
- ▶ “Zoom” magnifies the picture, keeping the 16:3 aspect ratio, until the screen is full. There is no distortion, but the left and right side of picture are cut off.

Cannot change black bars.

Many broadcasters transmit black bars as part of the video for a program. Only black bars generated by the receiver can be changed.

Color looks wrong (dark areas, everything is red, green, or blue, or skin tones are washed out)

- ▶ If the dark areas are bars at the edges of the screen, it is probably due to the aspect ratio setting. (See page 7).
- ▶ Make sure component video cables are connected properly. The component cables (YPbPr) deliver color. The three YPbPr jacks are usually color-coded green, blue, and red. The red, blue and green cables could be mixed. If using these cables, make sure they haven't come loose.
- ▶ Try new YPbPr cables.
- ▶ Reset your receiver by pressing the red reset button.
- ▶ If reset doesn't fix the problem, this is a TV calibration problem. Refer to your TV's User Guide, troubleshooting manual or customer service for help.

Blank screen

- ▶ Check that all components connected to the input jacks are turned on.
- ▶ Try another channel.
- ▶ Your DIRECTV HD Receiver may be hooked incorrectly to the TV. Press the INFO button on the front panel of the DIRECTV HD Receiver to see if the channel banner appears. If it does not, check the *Setup and Connections* section for instructions about connecting your satellite receiver. If the DIRECTV HD Receiver is connected to the RF input of your TV make sure that the TV channel matches the 3/4 RF switch on the back panel.
- ▶ Press the TV INPUT key on the remote to make sure your TV input is set to the TV input your DIRECTV HD Receiver is connected to.
- ▶ Press the POWER button on the front of the DIRECTV HD Receiver.
- ▶ Press the red RESET button behind the door on the front panel of the DIRECTV HD Receiver.

Temporary loss of the satellite signal or Searching for Satellite Signal message

- ▶ Your satellite system may be experiencing rain fade, a temporary loss of the satellite signal due to unusually heavy rain clouds or rainfall. Rain fade is usually brief, lasting only as long as the heavy rain cloud condition persists.
- ▶ Your dish may be blocked. Check that something is not blocking the dish.

Partial programming loss/channels missing from the Guide/channel is in the Guide but can't be tuned

- ▶ Your satellite dish antenna may be incorrectly configured. Check the dish type set in your receiver's preferences and change if necessary. Press the MENU key on the remote control, then select *Settings* then *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 triple LNB).
- ▶ The channels might be excluded from the *Favorites* list currently in use. Press MENU on the remote, select *Favorites*, then *All Channels*.

Remote Control Problems

Problems with the remote control

- ▶ 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 to the DIRECTV position so the remote will control the DIRECTV HD Receiver.
- ▶ Check the batteries in the remote control. They may be weak, dead or installed incorrectly. Try replacing batteries. **IMPORTANT:** Don't press any remote control keys while replacing the batteries unless you are resetting the remote! If you press a remote control key while replacing the batteries, you may need to reprogram the remote to operate other devices. Reprogramming may also be required if dead or weak batteries have been allowed to remain in the remote.
- ▶ 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 HD Receiver that you have programmed the remote to control, make sure you first move the slide switch to the corresponding position 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 input switch is clicked into the correct position.
- ▶ The remote may need to be reset. Press and hold MUTE and SELECT until the light flashes twice. Enter 9-8-1 using the number on the remote. The light will flash twice. If necessary, reprogram the remote.

Your remote and DIRECTV Receiver must both be in the same mode, IR or RF. To ensure both are set correctly do the following. Using the buttons on the front of your receiver, press the MENU button, then go to *System Setup*, then go to *Remote*, then to *IR/RF Setup*. Choose either IR or RF and follow the directions.

A remote control indicator light starts flashing

The batteries in the remote control are running low and should be replaced soon. (Note that when you replace the batteries, you may have to reprogram your remote to control other devices.)

TV Problems

Blank screen

- ▶ Check that the components connected to the input jacks are turned on.
- ▶ Try another channel.
- ▶ See “Wrong picture, bluescreen...” and Receiver will not turn on” on page 72.

TV turns on or changes channels unexpectedly

- ▶ An Autotune may have been activated.
- ▶ Your TV’s timer may have been activated.
- ▶ Check your TV owner’s manual.

No video with TV connected to HDMI jack

If your TV has an HDMI input jack but is not HDCP compatible, you may not be able to view video from your DIRECTV HD Receiver’s HDMI OUT jack. Connect your TV using another video output jack on the receiver.

Note

If your TV is connected with just coaxial cables, you only need to tune to Channel 3 or 4.

Running the System Test

The System Test allows you to run a basic diagnostics check on your DIRECTV HD Receiver. 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 Two, *Getting Connected*, for more information)
- ▶ There are batteries in the remote control, and they are working correctly
- ▶ The access card is installed in the DIRECTV HD Receiver.

Follow these steps to run the diagnostics system test on your DIRECTV HD Receiver.

- 1) Turn on your TV and the DIRECTV HD Receiver.
- 2) Slide the mode switch to the DIRECTV position to put the remote control in satellite receiver-controlling mode, then press MENU to bring up the Quick Menu.
- 3) Select *Settings*.
- 4) Select *Setup*, then *Info & Test*.
- 5) Use arrow keys to highlight the *System Test* tab, 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.

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.

Fine-Tuning the Signal

If you self-installed your satellite dish antenna, you may have already used *Guided Setup* to find the dish-pointing coordinates, acquire and fine-tune the signal and run a system test. If you need to run *Guided Setup* again, select *Settings* from the Quick Menu, then select *Guided Setup*. Next, press SELECT on *Sat & Ant*, then select *Repeat Satellite Setup*.

LIMITED 90 DAY WARRANTY

DIRECTV warrants your DIRECTV HD Receiver (Model Number: H10) and any included accessories against defects in material or workmanship for a period of ninety (90) days after the date of purchase.

WHO IS COVERED?

You must have proof of purchase to receive warranty service. A sales receipt or other document showing that you purchased the product is considered proof of purchase. THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER PURCHASER OR ANY PERSON RECEIVING THE DIRECTV HD Receiver AS A GIFT FROM THE ORIGINAL CONSUMER PURCHASER AND TO NO OTHER PURCHASER 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 purchase the product. For ninety (90) days from the purchase date, at the option of DIRECTV, the DIRECTV HD Receiver 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 purchase, 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 sales receipt or other document showing proof of purchase. 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.

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 HD Receiver. DIRECTV SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE DIRECTV HD 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

DIRECTV PROTECTION PLAN

DIRECTV PROTECTION PLAN

Protect your DIRECTV® System with the DIRECTV PROTECTION PLAN. For a low monthly fee, the DIRECTV PROTECTION PLAN covers the components of your DIRECTV System, giving you 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 entire DIRECTV System, including:

- ▶ In home service calls when needed
- ▶ Power surge related repairs
- ▶ Cables, switches, and associated wiring throughout home
- ▶ Dish antenna realignments
- ▶ Replacement of defective equipment (if problem can not be resolved over the phone)*
- ▶ Defective remote control replacements
- ▶ 24-hour Technical Support
- ▶ All parts and labor for repair

Note

*A fee of \$49 for standard receiver equipment, \$249 for DIRECTV DVR or Ultimate TV equipment, or \$400 for HD equipment will be charged to your DIRECTV bill if the defective equipment that we are replacing for you is not returned within 30 calendar days. The plan will provide a return box for the defective equipment and even pick up the shipping costs. You'll receive replacement equipment in about 72 hours.

Get ALL THAT FOR JUST \$5.99 a month for accounts with standard DIRECTV Receivers and only \$7.99 a month for accounts with DIRECTV® DVR, DIRECTV HD Receivers, or DIRECTV Receivers with UltimateTV Service. This one low monthly fee covers every DIRECTV component and receiver on your account.

SIGN UP FOR THE DIRECTV PROTECTION PLAN TODAY

If you have standard DIRECTV HD Receiver(s), visit DIRECTV.com and SIGN IN using the simple steps below or call 1-800-DIRECTV.

1. **SIGN IN** with your user name and password, or click on the “Register now” link and go through the easy steps, then continue with Step 2.
2. **SELECT** Option B, and then click the “Next” button at the bottom of the page.
3. **SCROLL** down to Step 3 (Add Additional Services) and SELECT “DIRECTV PROTECTION PLAN,” then CLICK on the “Next” button.
4. **REVIEW** your change and CLICK on the “Accept These Changes” button.

If you have a DIRECTV® DVR, DIRECTV HD Receiver, DIRECTV Receiver with UltimateTV Service, please call 1-800-DIRECTV to sign up.

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 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. (Note: Annual payment option no longer available.)

FCC Information Declaration of Conformity—Standards to which Conformity is declared: FCC Part 15

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: HD Satellite Receiver
- ▶ Model Number: H10

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

Your DIRECTV HD Receiver complies with the limits for 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 HD Receiver.
- ▶ Connect the equipment into an outlet on a circuit different from that to which the DIRECTV HD Receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.

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 requirement, 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. 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 HD 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.

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

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.

Registration Information

Product Registration

Please fill out the product registration card (packed separately) and return it immediately, or register online at DIRECTV.com. Returning the card allows us to contact you if needed.

Product Information

Keep your sales receipt to obtain warranty parts and service and for proof of purchase. Attach it here and record the serial and model numbers in case you need them. These numbers are located on the product.

Model No. _____

Serial No. _____

Purchase Date: _____

Dealer/Address/Phone: _____

Access Card: _____

Receiver ID: _____

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Icon Reference














Those Arrow thingies

-  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 stuff

-  Shows an Autotune has been set for a future program, or a present program is Autotuned.
-  Indicates an Autotune has been set for all episodes of an ongoing program.
-  Indicates an Autotune set for a present or future program conflicts with another scheduled program.
-  Shows an Autotune has been set for matching programs in a "Find by."
-  Indicates a present or future pay per view program has been scheduled for purchase.

And the rest

-  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 current program is a high definition broadcast (HDTV).
-  Denotes a program includes Dolby Digital audio.

We're always here to help!

DIRECTV is firmly committed to offering the highest quality in customer service and support. Please let us know if you have any questions or concerns.

When you call DIRECTV, you'll need to provide your receiver's access card number and model number and your DIRECTV account number.

If you've already checked the Troubleshooting section and need assistance with:

- ▶ Connecting your receiver to your TV or other equipment
- ▶ Guided setup
- ▶ A receiver that is not functioning properly even after restarting
- ▶ Other questions regarding the receiver or remote control
- ▶ Activating or using a feature of DIRECTV programming
- ▶ Understanding an on-screen message regarding your service

call 1-800-DIRECTV.

Also find information about DIRECTV products and services at DIRECTV.com.

