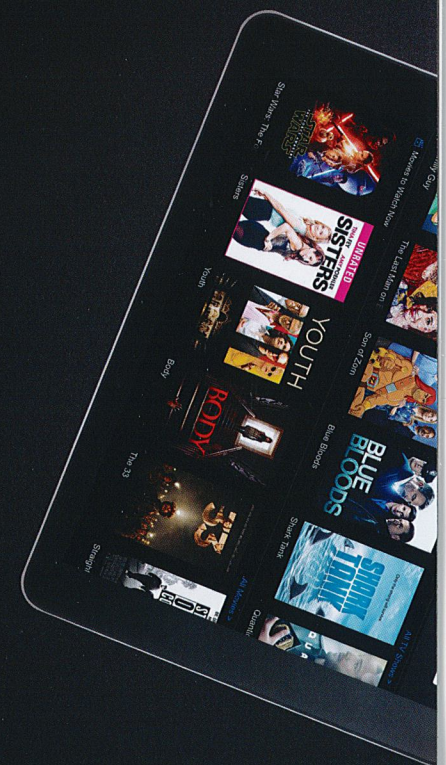


1 to 1.1 Limit © DIRECTV CINEMA™

3 Mobile Apps

- 3 > DIRECTV App
- > Register Your Device to Your HD DVR



4 DIRECTV

- 4 > Know Your On-Screen Guide
- 5 > DIRECTV Basics
- 8 > DVR Essentials
- 9 > Genie® HD DVR
- 10 > Connected HD DVR Features
- 12 > Sports Features
- 13 > Exclusive Programming

14 Troubleshooting

- 14 > Reset Your Receiver
- 15 > Technical Issues



This icon indicates a feature that you can enjoy when your HD DVR is connected to the Internet. Not connected? Learn how at directv.com/connect



Record your important account information here for easy reference.

With all your key information in one place, it's a snap to manage your account and get support when you need it.

General Information

Customer Name on Account

Account Number

SW/M Power Inserter Room Location

Notes:

Support

Go to directv.com/help

Call **800.531.5000**

Para la información en español **888.388.6622**

directv.com/recycle

Social Media

facebook.com/DIRECTV

[twitter.com/@DIRECTV](https://twitter.com/DIRECTV)

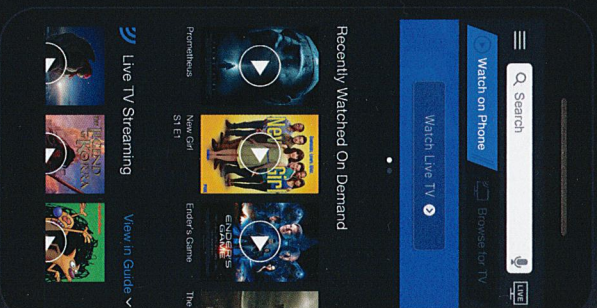
youtube.com/DIRECTV

[@DIRECTV](https://instagram.com/DIRECTV)



Our Best Unlimited Deals Ever!

Get endless entertainment for an unbelievable price.*
After 22GB of data usage, AT&T may slow speeds.

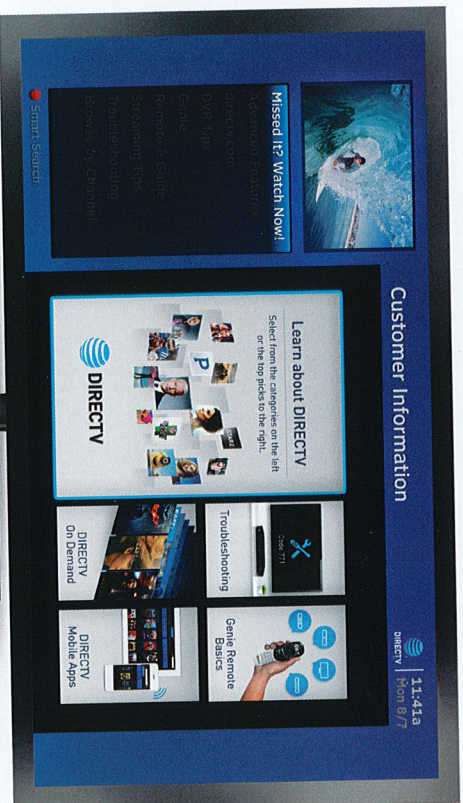


*Add'l speed, usage, and other restrictions apply.
Go to att.com/unlimitedplan to learn more.



Learn About Your New DIRECTV® Service

Find the answers you need anytime, 24 hours a day.



Customer Information Channel

Go to **Ch. 1001** on your TV to access a full library of short instructional videos. It's available On Demand anytime, 24 hours a day, and covers topics such as:

- > Remote Control Basics
- > Advanced Features
- > Using the On-Screen Guide
- > DIRECTV CINEMA®

Help Center

Visit the Help Center online at directv.com/help to get useful information and answers to FAQs. Plus, use the Live Chat feature and watch instructional videos.

> Live Chat

Chat with a specially trained agent to assist you in real time. Just look for the Live Chat pop-up screen.

> Videos

Go to directv.com/intro to view tutorials on how to use the latest DIRECTV features and for quick troubleshooting solutions.



The same DIRECTV that you watch at home, including your live and recorded shows, is with you anywhere – no additional equipment needed, at no extra cost!

Req'd internet-connected Genie HR44+, DIRECTV App & elig. svc. Channels/content vary by pkg & location. Rests apply. See back cover for DIRECTV App details.

GET STARTED

- > Download the **DIRECTV App** through your device's app store or at directv.com/download
- > Log in using your **AT&T Access ID** and password. (Don't have a login account? No worries. Just create one at directv.com/myaccount)
- > Register your mobile device to your internet-connected HD DVR (model HR44 or above) to access your recorded shows.

Live TV Streaming

Watch your live channels anywhere, on your mobile devices! Content/channels/functionality varies. Data charges may apply. Requires HR44 or above.

Movies, TV Shows and Networks

Browse, watch or record shows, series or movies! Availability of channels varies based on programming package subscription.

Recorded Shows

Watch your recorded shows or download your home DVR to your devices to watch anywhere—without an Internet connection!

Register your device to your HD DVR

When registering for the first time, make sure you're on the same Wi-Fi network as your receiver. Follow these easy steps:

- > Launch the **DIRECTV App**.
- > Tap **WATCH YOUR DVR** at the top of the app homepage.
- > Tap **MY DOWNLOADS** (if you are on the same Wi-Fi network as your receiver).
- > Tap **GET STARTED** and follow the prompts.



Game of Thrones on HBO
HBO® subscription required.

4 DIRECTV Know Your On-Screen Guide

TV Window

Watch your program while using the guide.

Highlight Bar

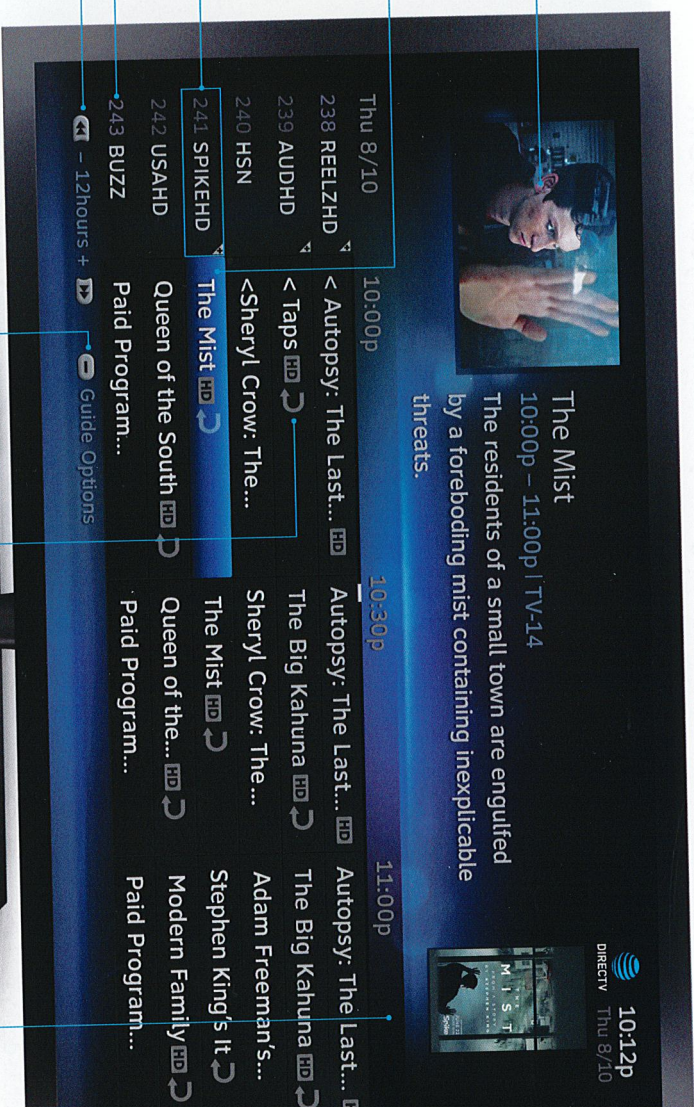
Use the **ARROW** buttons to highlight a program and view its description. To tune to a highlighted program, press **SELECT**.

On Demand

+ next to a channel name indicates that On Demand content is available. Highlight the channel name and then press **SELECT** to access.

Channels

Highlight the channel abbreviation to get the channel description.



Favorite Channels

Organize all your favorites into an easy-to-browse list or even create multiple lists for different family members.



Keep on **HBO**
HBO® subscription required.

- > Press the **INFO** button on the remote.
- > Use the **RIGHT ARROW** to highlight **FAVORITES**.
- > Select **SETUP CUSTOM 1** to choose your Favorite Channels list.
- > Once your list is set, access it from here anytime.

Customize Your Guide

Quickly get to your favorite channel right away or discover something new.



Filter Up on **HGTV**

- > Press the **GUIDE** button twice to search by category.
- > Scroll through the options, then press **SELECT** to view a category.

QuickTune

Instantly access nine of your favorite, most-watched channels so you can tune to them right away.

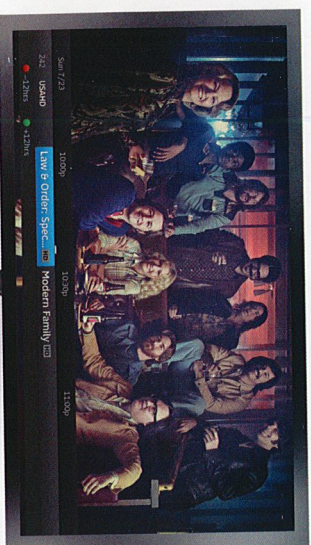


- > To add a favorite channel, press the **UP ARROW** on your remote while watching. Press **ENTER** to add the channel.
- > To access your QuickTune favorites at any time, press the **UP ARROW** on your remote.

6 DIRECTV Basics

One-Line On-Screen Guide

See what's coming up without missing what's on. View the **One-Line On-Screen Guide** while viewing your program on the full screen.



I'm Dying Up Here on **SHOWTIME**.
SHOWTIME subscription required.

- > Press **ENTER** or the **BLUE** button on your remote.
- > Scroll through the guide one line at a time.

DoublePlay

Don't miss a minute of your favorite shows. Quickly toggle between any two games or shows that are simultaneously recording. Available with DVR Receivers (model R22 or later) or an HD DVR (model HR20 or later). Professional and collegiate sports subscriptions sold separately.



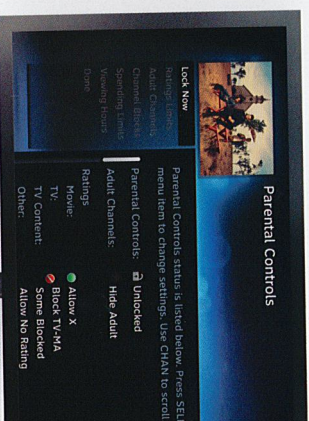
PROGRAM 1 ← **SELECT** → **PROGRAM 2**



- > While watching one program, press the **DOWN ARROW** on your remote.
- > Press the **DOWN ARROW** again to cycle through the different channels available on a different channel.

Parental Controls

Feel better knowing what your kids are watching when you're not around. You can block specific channels and programs based on ratings and times, plus set spending limits for **Pay Per View**.



- > Press **MENU** on your remote.
- > Select **SETTINGS & HELP**, then **PARENTAL CONTROLS**.

Smart Search

Spend less time searching and more time watching with our intuitive search feature.

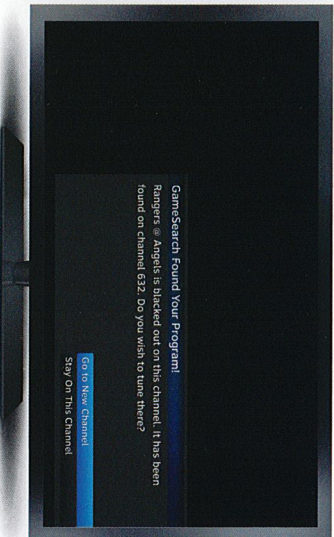
Available on all HD DVR and DVR Receivers (model R22 or later).



- > Press **MENU** on your remote.
- > Choose **SEARCH & BROWSE**, then **SMART SEARCH**.
- > Search by title, person, channel or keyword.
- > Scroll through the channel options until you find the one you're looking for, then press **SELECT**.

GameSearch™

When a game is blacked out, your receiver automatically searches for it on another channel. If you have a game set to be recorded, the receiver looks for it on an available channel and records it as scheduled.



- > Tune to the game on the desired channel.
- > Follow the on-screen prompts and press **SELECT** to "Go to New Channel," if the option is available.

Never Miss Your Favorite Shows

Catch every minute of your show or game, even if you don't have a DVR. AutoTune switches you to the channel you want to watch as soon as the action starts.

Available on all non-DVR Receivers.



Fear the Walking Dead on **AMC**

- > Press **GUIDE** on your remote.
- > Select the event or show you want to watch.
- > Highlight **SET AUTOTUNE** and press **SELECT**.

8 DIRECTV DVR Essentials

Record Shows

Press **RECORD** once to record an individual episode or twice to record an entire season.

Organize Playlist

Sort, delete and arrange your shows according to your preference.

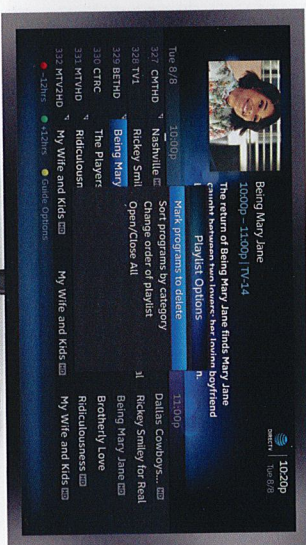
Available on all HD DVR and DVR Receivers.

Enhance Your Live TV Experience

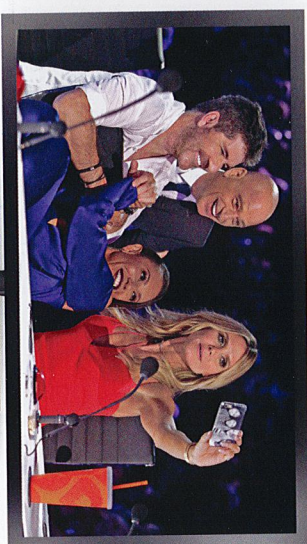
If you need to step away during your show, no worries. You won't miss a second of your entertainment.



The Daily Show with Trevor Noah on COMET 23



Being Mary Jane on BET



America's Got Talent on NBC

To access your recorded shows:

- > Press **LIST** on your remote.
- > Scroll to your desired recording and press **SELECT**.
- > You can also pause, rewind and fast-forward anytime.

- > Press **LIST** on your remote.
- > Press the **DASH** or **YELLOW** button and choose from a variety of options.

- > Press **PAUSE** during any live program or sporting event, then press **PLAY** when you're ready to resume.
- > You can then rewind or fast-forward to catch the exact moment you want to see.

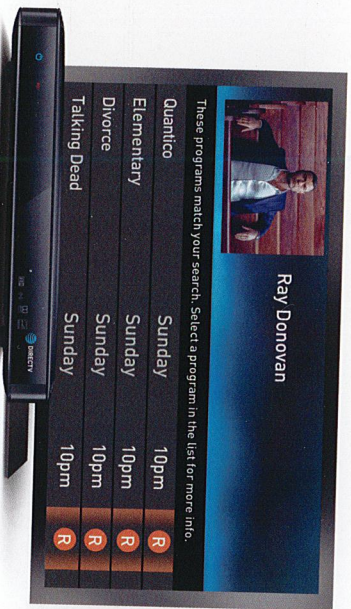


Press **ADVANCE** to scan your recorded show with a controlled 30-second **FAST-FORWARD**. If you spot something you want to see, you can quickly go back. Hold the button down to jump to the end of the selected program.

HD DVR in Every Room

Pause and rewind live TV, plus record and delete shows, from any room. Record up to five programs of your choice at the same time.

Requires one TV connected to a Genie HD DVR and a Genie Mini or DIRECTV Ready TV/Device for each additional TV. Limit three remote viewings per Genie HD DVR at a time.



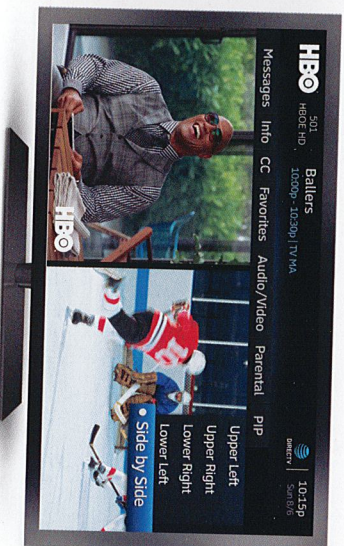
Ray Donovan on **SHOWTIME**.
SHOWTIME® subscription required.

- > Press the **LIST** button to pull up your recordings, then refer to the **OPTIONS** prompt.
- > Scroll and select **FILTER BY PLAYLIST**.
- > Select **ALL** to view recordings from all TVs or **LOCAL PLAYLIST** to view a recording from the TV you are watching.

Picture in Picture (PIP)

Watch two shows at once without having to change the channel.

This feature is available only on the TV directly connected to Genie HD DVR.



Ballers® on **HBO**®
HBO® subscription required.

- Press the **INFO** button on your remote and select **PIP**.
- Turn on **PIP** and select the **PIP** screen position.

Genie Recommends

Find that new favorite show everyone's talking about. Genie recommends the most popular, can't-miss shows that are on right now.

Opt-in to Genie Recommends required.



Power on **STARZ**.
STARZ® subscription required.

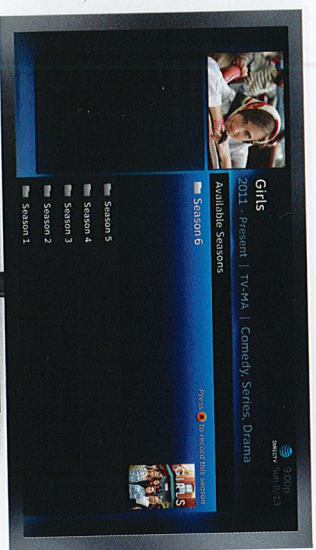
- > Press **MENU** on your remote.
- > Select **SEARCH & BROWSE**.
- > Select **TV SHOWS**.

10 DIRECTV Connected HD DVR Features

All Seasons

Quickly locate and record entire seasons. Every available episode is arranged by season and plays automatically one after the other—binge-watching is easier than ever.

Available on select HD DVR Receivers (HR34 or later). Due to programmer restrictions, some episodes or seasons may be unavailable.



Girls® on **HBO**

HBO® subscription required.

Connecting Genie® to the Internet

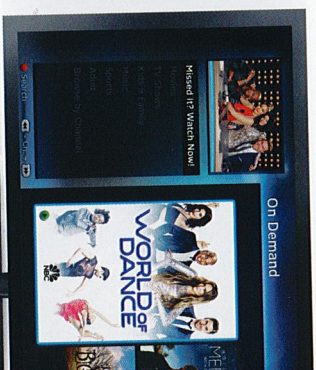
Access to countless On Demand titles and more. Press and hold the **INFO** remote button until the Info & Test screen appears on your TV. You'll find your receiver model in the "Receiver" line.



Family Guy on **FOX**

On Demand²

Choose from thousands of shows and available On Demand anytime, including titles that the whole family can e



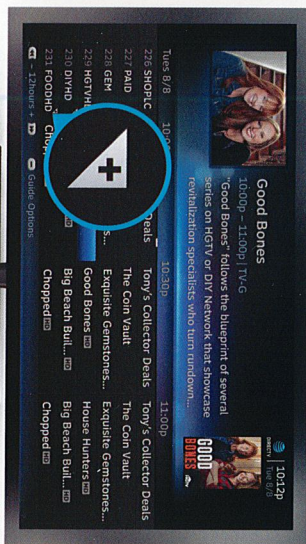
- > Press **MENU**, then **SEARCH & BROWSE**.
- > Use **SMART SEARCH** to find and

If you have an HR44 or HR45, follow the steps below. For all other receivers, visit directv.com/connect

There are multiple ways to access C If you know the network channel nu > Enter a "1" in front of that number

72 Hour Rewind³

Now you can watch select shows you forgot to DVR from the last 72 hours.
Available with DVR Receivers (model R22 or later) or an HD DVR (model HR20 or later).



Good Bones on HGTV

- > Look for the **+** **PLUS** icon near the channel name in the guide.
- > Press **SELECT** on the remote.
- > Navigate to **MISSED IT? WATCH NOW!** and press **SELECT**.
- > All On Demand content from the last 7 days will appear in chronological order.

Reminder: You have access to all of these additional features when your HD DVR is connected to the Internet.

Restart³

Tuned in late? Restart select shows already in progress so you can watch from the very beginning.
Available with DVR Receivers (model R22 or later) or an HD DVR (model HR20 or later).



Wrecked on tbs

- > Look for the **HD** **RESTART ARROW** in the channel guide.
- > Press **SELECT** on the remote to choose the show in progress.
- > Press the **REWIND** button and the show will start over.

Pandora[®]4

Enter a favorite artist, track or genre and Pandora will create a personalized station that includes your favorites as well as new music the app has discovered for you.



- > Press **MENU** on your remote.
- > Select **EXTRAS**.
- > Choose **PANDORA**.

12 DIRECTV Sports Features

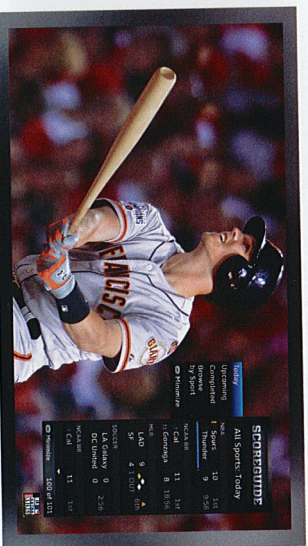
Popular Sports

Browse current and upcoming games by sport, date or time. Create a list of your favorite teams and even set your Genie® HD DVR to record their every game.⁵



SCOREGUIDE™

Get sports scores and the latest stats instantly without changing your channel or missing a big play.



SPORTSMIX® Channel⁶

Watch up to eight different sporting highlights and analysis from popular networks at the same time, all in HD. Channel available in HD only.



- > Press **MENU** on your remote.
- > Select **SEARCH & BROWSE**.

- > For Internet-connected HD DVRs, press the **RIGHT ARROW** button on your remote to access **SCOREGUIDE** from any channel.

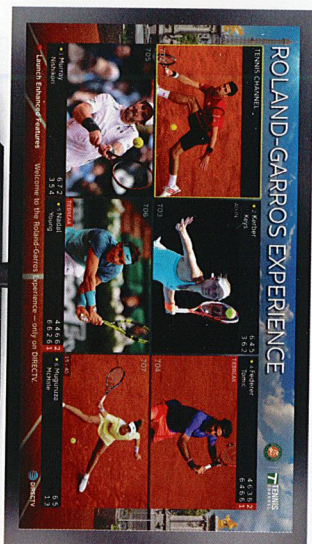
- > Tune to **Ch. 205 SPORTSMIX**.

- > Use the **ARROW** buttons to high time directly to that specific cha

Exclusive Programming DIRECTV 13

Tennis and Golf Experiences

Watch exclusive expanded live coverage of major golf and tennis events such as The Masters and French Open. Plus, watch up to 6 screens at once, check the latest scores and leaderboards, access player bios, and more! Only available in HD.



AUDIENCE®

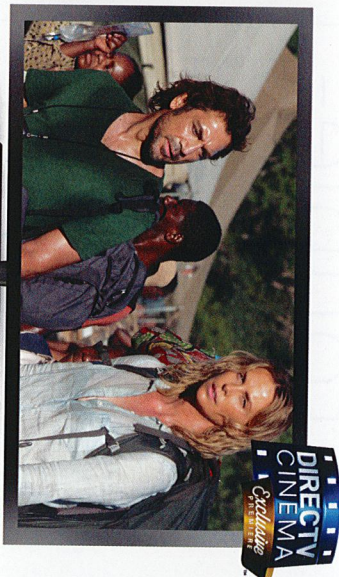
AT&T's original entertainment channel is uncut, commercial-free and available to all DIRECTV customers.



Mr. Mercedes on AUDIENCE |

DIRECTV CINEMA® Exclusives

Enjoy exclusive premieres on DIRECTV CINEMA® before they're in theaters. New hit movies and acclaimed indie films are added every month.



The Lost Force exclusively on DIRECTV CINEMA®

> Visit directv.com/golf or directv.com/tennis for tournament dates and channel information.

> When you're tuned into any of the matches, press the **RED** button on your remote to get updates in real time.

Tune to Ch. 239 to enjoy:

> **Original series:** shows like *Kingdom*, *Ice*, *Undeniable with Joe Buck*, *You Me Her*, *Off Camera* and more.

> **Groundbreaking documentaries:** films that inspire, educate and entertain.

> **Sports and entertainment news:** live episodes of *The Dan Patrick Show* and *The Rich Eisen Show* every weekday.

> Movies start on Ch. 125 and On Demand® Ch. 1000.

> Press **SELECT** to watch the movie you want to enjoy.

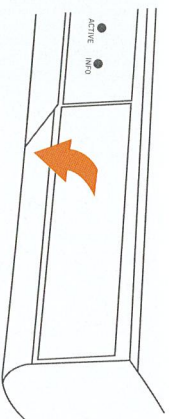
trouble- shooting



Get quick solutions for resolving service queries on your own.

try this first!

- > An easy solution for most problems:
RESET YOUR RECEIVER.



- > Press the red **RESET** button next to the card slot on the receiver.



technical issues

No Internet Connection Detected on Your DIRECTV® Receiver

Additional Possible Causes

- Ethernet or coax cable is loose or damaged.
- Network settings on the receiver or router have changed.
- Receiver has a poor connection to wireless network.

QUICK SOLUTIONS

If you are experiencing problems with connectivity, visit directv.com/connect

1. Check that the gateway is plugged in and its lights are on.
2. Verify Internet service is active by checking your home computer.

Troubleshooting DIRECTV 15

Frozen/Pixelated Screen

Possible Cause

- Your receiver is having trouble communicating with your satellite dish.

QUICK SOLUTIONS

1. Check all connections on the back of your receiver, starting with the SAT-IN connection, and make sure they're secure.
2. Reset the receiver or Genie Mini by pressing the red reset button located on the side of the device or inside the access card door on the front panel.

No Signal/Snowy Screen

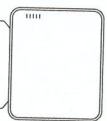
Possible Cause

- TV is on the wrong input, channel or audio/visual connection.

QUICK SOLUTIONS

1. Verify both TV and receiver are on.
 2. On your **DIRECTV®** Remote, press **TV INPUT** OR on your TV remote, press the **INPUT** or **SOURCE** button. On the RC71 remote, press and hold **ENTER** for 3 seconds.
- > Cycle through inputs slowly until picture returns.
3. Check that all video cables between receiver and TV are securely plugged into matching ports.

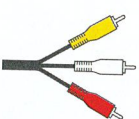
Your DIRECTV® System may include the following components:



Wireless CCK



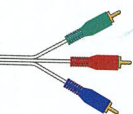
Wired CCK



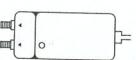
A/V - RCA
(Video 1, 2, 3)



HDMI
(HDMI 1, 2, 3)



High-Definition
Component Cables



SWiM
Power Inserter