Job Aid: H26K Commercial Receiver

When
Effective September 2023
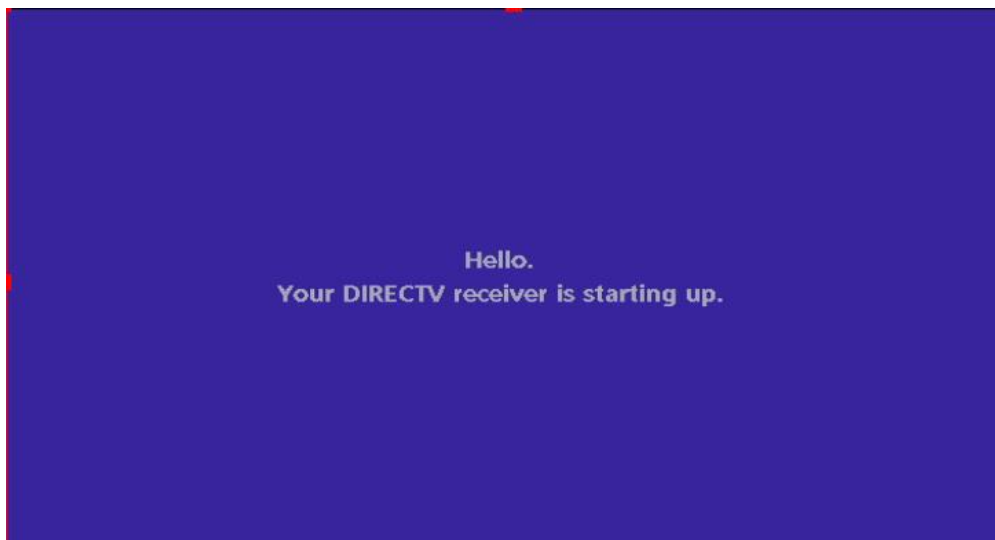
Audience and Where
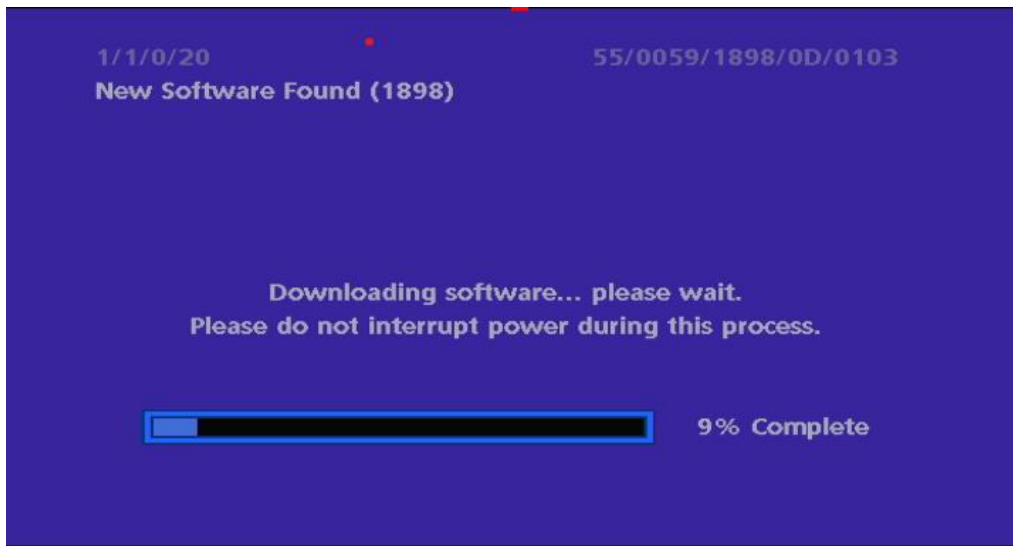All Regions O&O, HSP, & AFC

Product Overview H26K Commercial Mode

H26K is the new Commercial only 4K ready single-tuner receiver available to all Commercial viewing segments. The H26K is always in Commercial mode and supports 4K viewing with compatible 4K TVs on applicable channels. H26K requires hardwired broadband connectivity; each connected H26K requires a USB DECA or Direct Ethernet connection. Installation scenarios include receiver at TV and stacked receiver installs.

Setup H26K Commercial Mode

When powering up the H26K for the installation, follow standard practice to force a Software download by either entering 02468 on the STB remote control or by using the front panel pressing Menu and Right Arrow at the same time for 5 seconds and release (blue LED light flashes 3 times if using front panel keys).
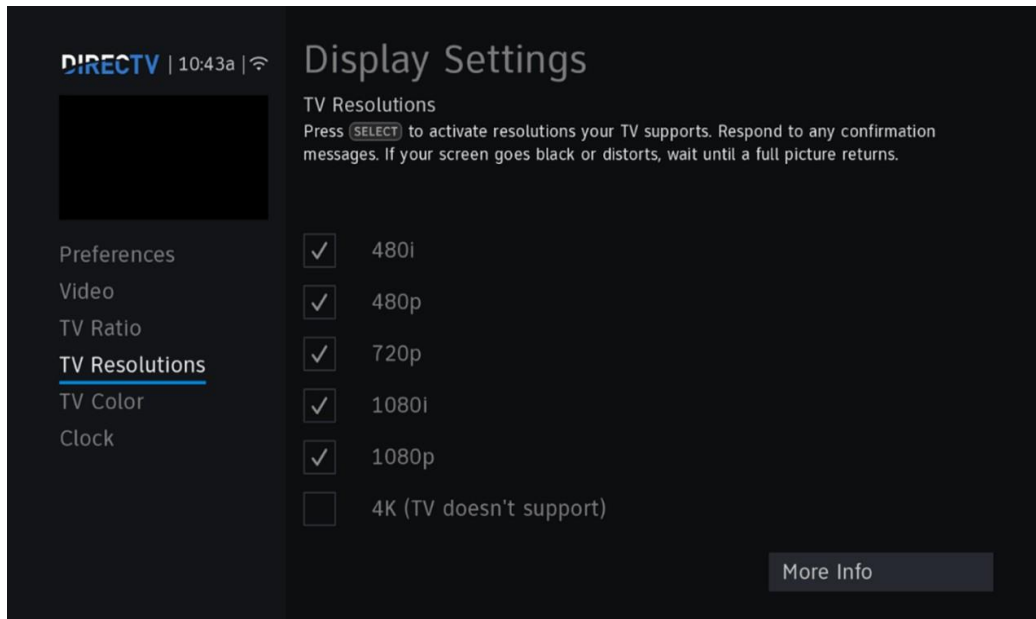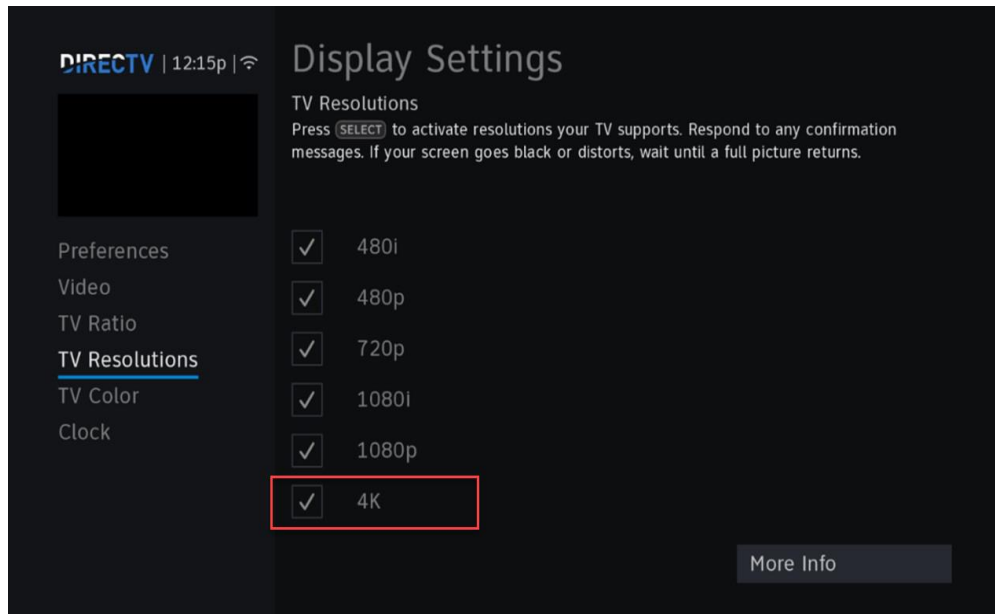
```
1/1/0/20                                55/0059/1898/0D/0103
New Software Found (1898)




              Downloading software... please wait.
          Please do not interrupt power during this process.


          [========                    ]          9% Complete
```

A. Display Resolution

- The H26K is a 4K ready receiver.

  When TV is not 4K compatible


```
DIRECTV | 10:43a | ⌃     Display Settings
                         TV Resolutions
                         Press SELECT to activate resolutions your TV supports. Respond to any confirmation
                         messages. If your screen goes black or distorts, wait until a full picture returns.

Preferences              ✓    480i
Video                    ✓    480p
TV Ratio
TV Resolutions           ✓    720p
TV Color                 ✓    1080i
Clock
                         ✓    1080p

                         □    4K (TV doesn't support)

                                                              More Info
```
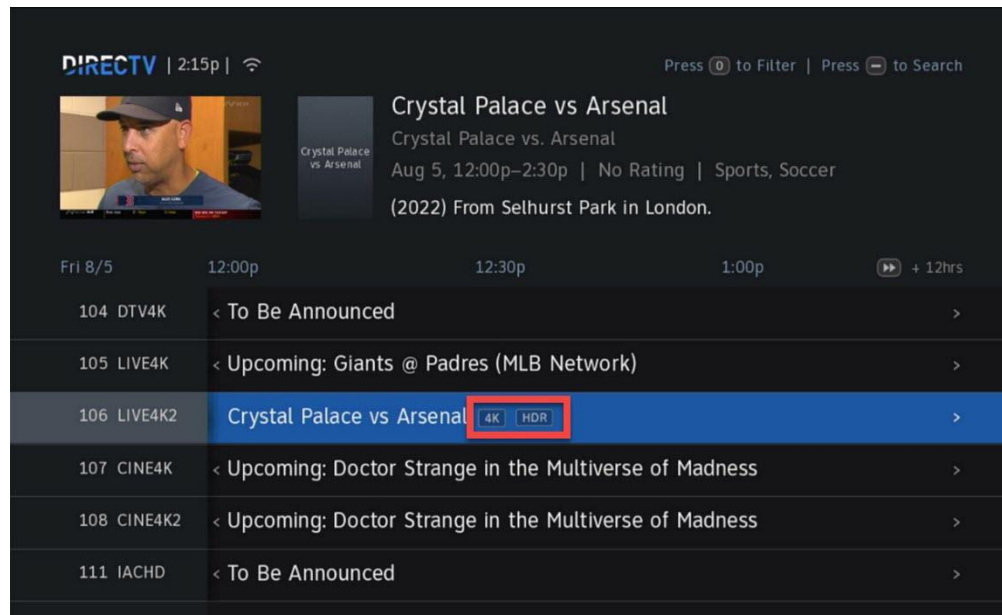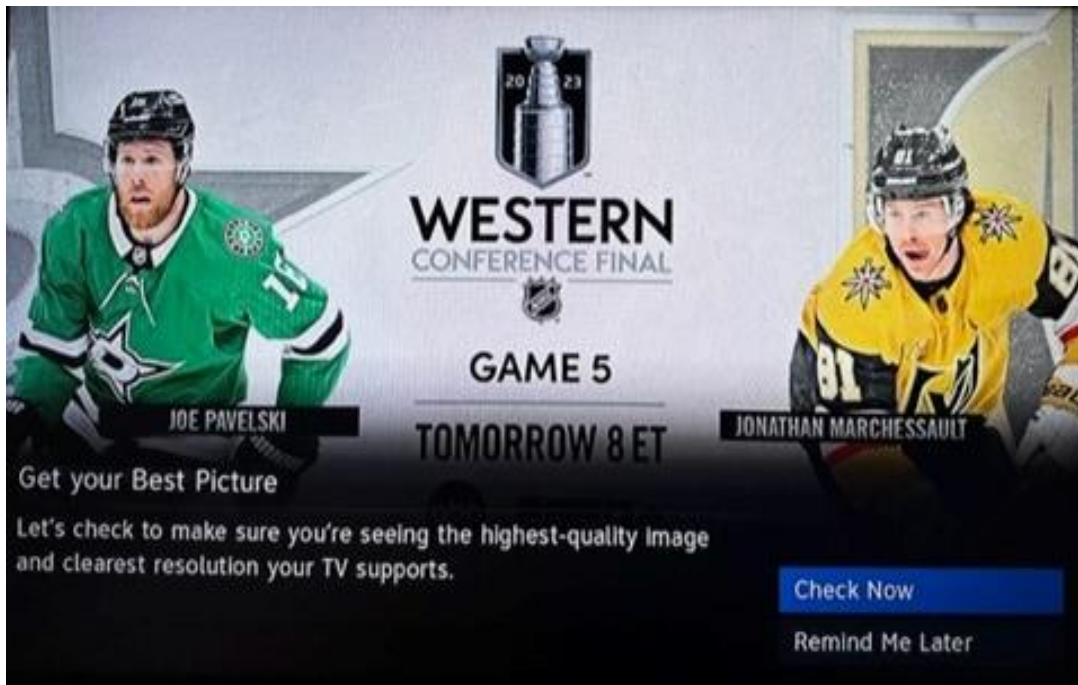
When TV is 4K compatible

- To verify if the customer has a 4K or 4K HDR compatible TV (as shown above) you can go to channel 104 (or any of our channels with 4K content 104-108) and press Guide. The screenshot below shows the 4K and HDR channels with the icons marked.
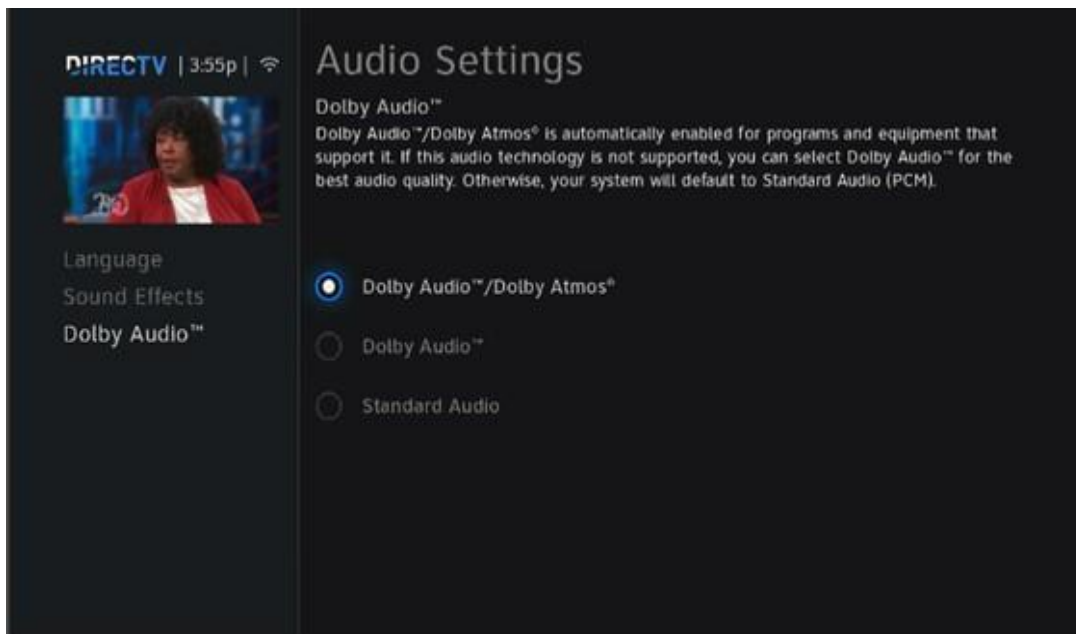

- If supported resolutions were not selected in TV Resolutions and customer's TV can support a higher resolution, user is prompted to select Check TV Resolution.
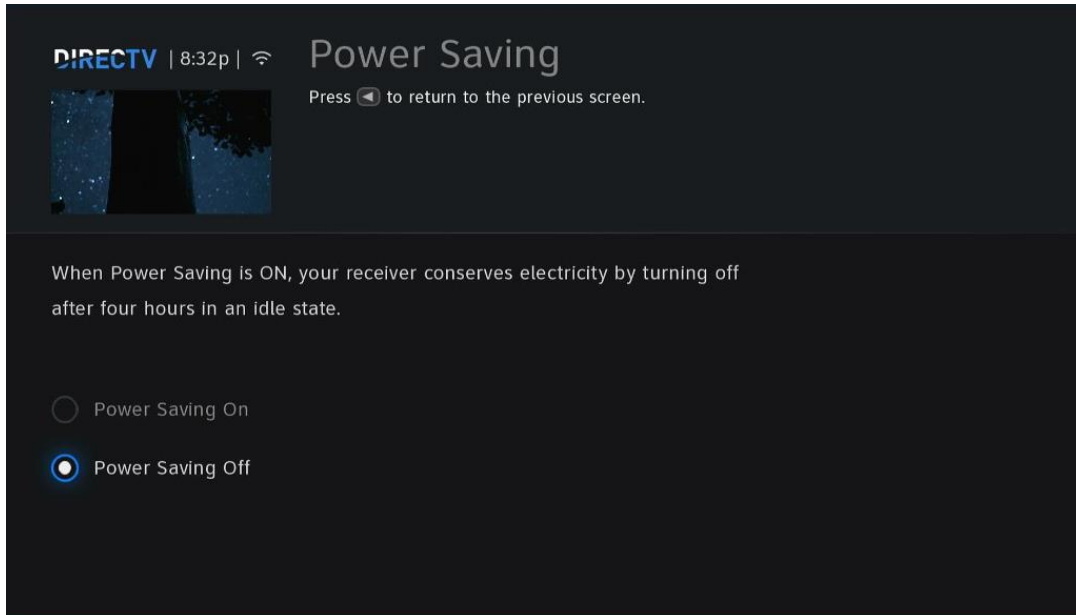
B. Audio

- The H26K supports Dolby Atmos automatically if supported on their equipment, otherwise Audio Setting defaults to Standard. Technician or customer can select Dolby Audio for best audio quality.
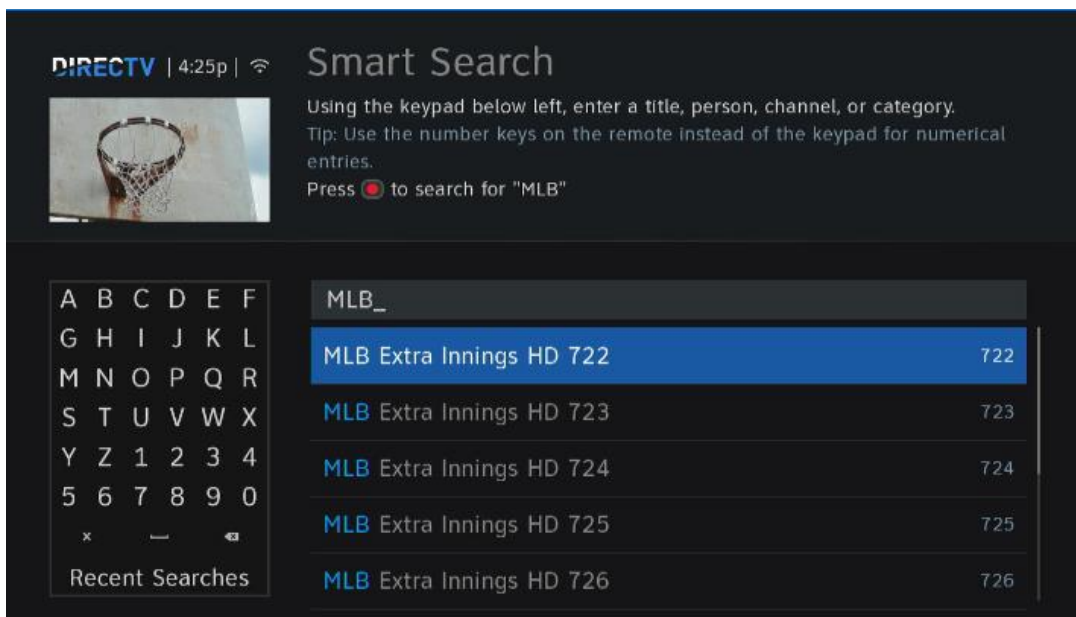
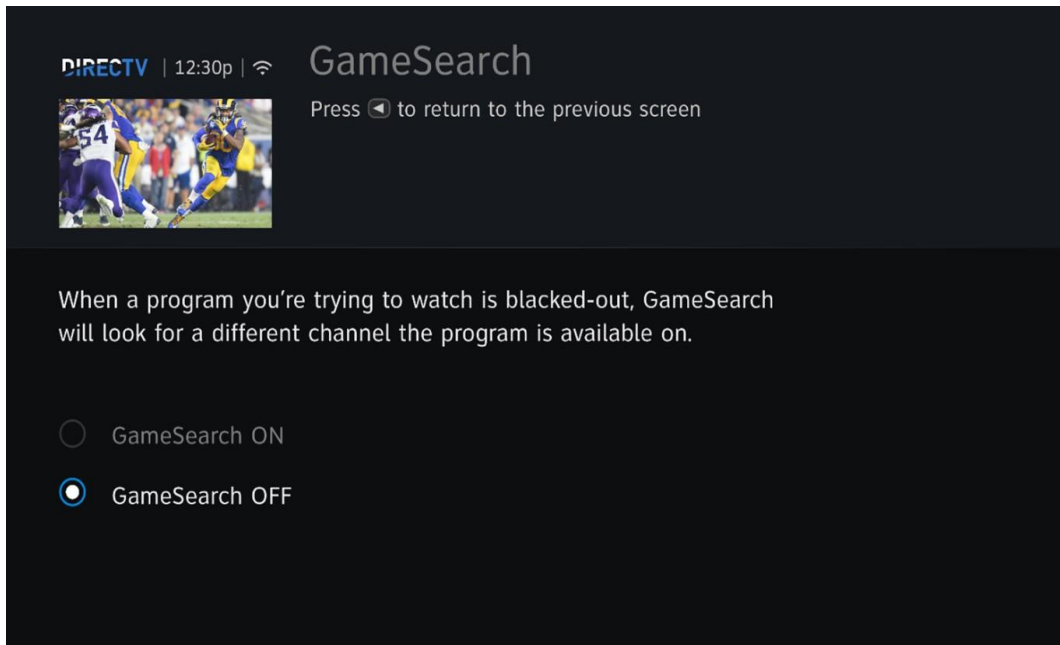C. Power Saving defaults to OFF (recommended for all Commercial receivers to keep receiver from entering idle mode).

D. Smart Search

- Smart search can be access quickly by pressing the "-"dash once on the Remote Control

E. Game Search

- Game search is OFF by default. To turn ON go to Settings>>Game Search (recommended in receiver to TV installs so game can easily be found)

NOTE: If the Receiver with Game Search is set to ON, then 4K Redirect is turned ON. If user takes no action, the buttons will dismiss automatically.
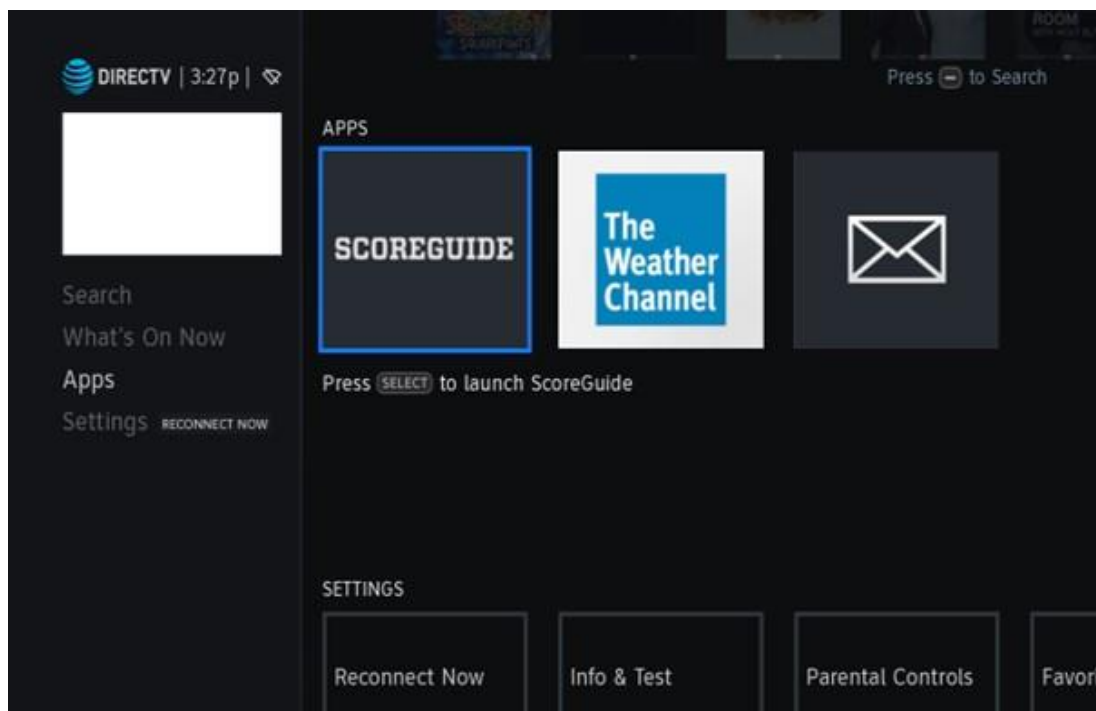
F. Composite

- H26K supports Composite connected TVs for viewing in 480i
- If H26K is Composite connected and HDMI connected, to view video on both, the HDMI will also be 480i
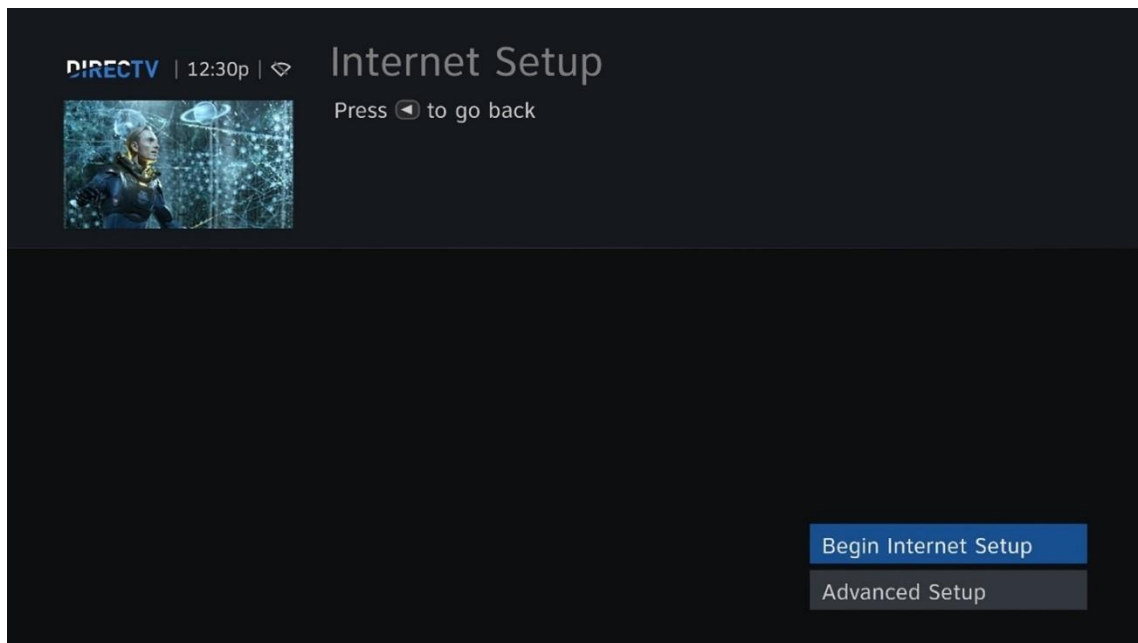

G. Apps

- Apps in H26K can be accessed in the Menu. The receiver must be connected to the internet to use the apps. Connected and non-connected receivers can also access Score Guide by pressing red button on remote control while watching any sporting event.

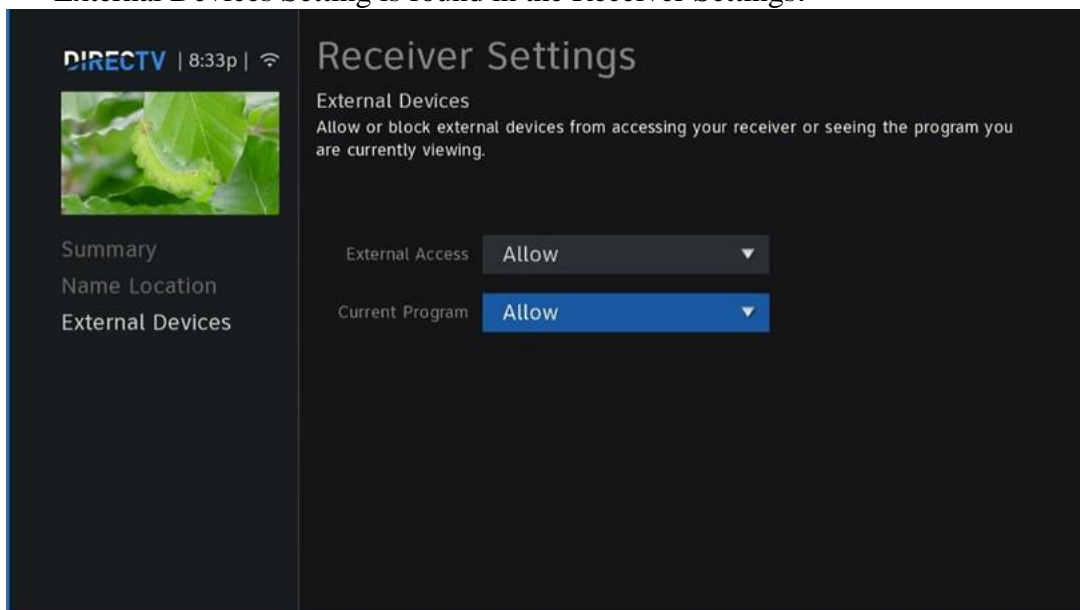- Internet Configuration for H26K is a Wired-only connection.

H. Connected Receivers Benefits

- Commercial Tablet App (DIRECTV FOR BUSINESS Remote App)
- Future features

I. DIRECTV FOR BUSINESS Remote App

- For installations using the app, please set External Device options to ALLOW. External Devices Setting is found in the Receiver Settings.
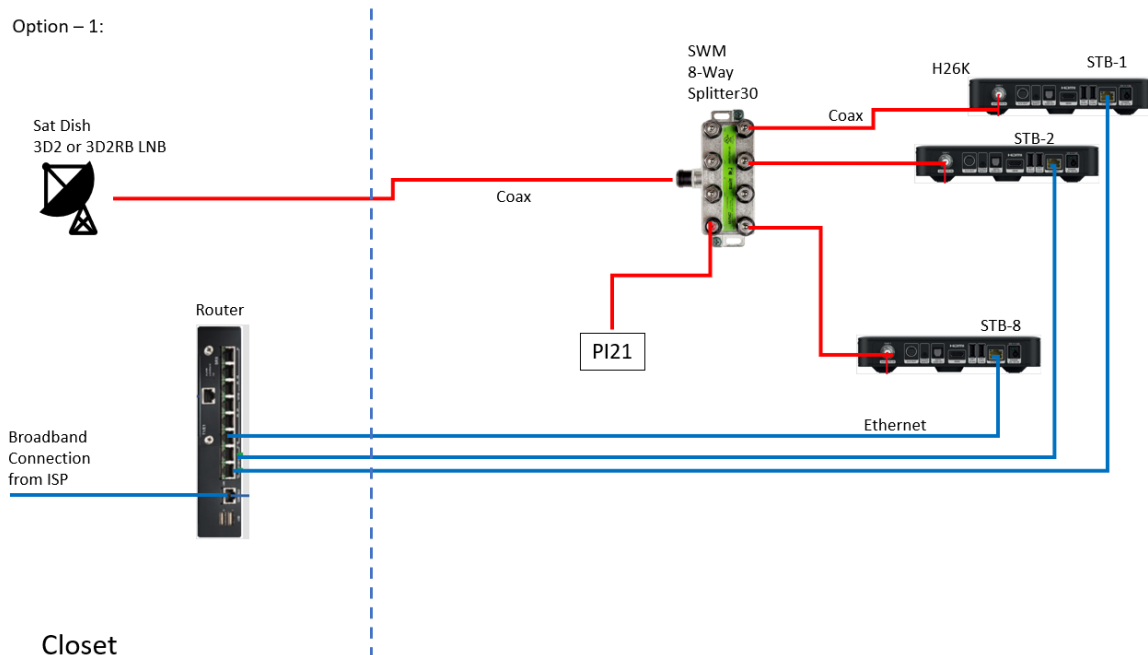
J. Basic install diagrams for Internet-connected H26Ks below:

- Work Order requirements in different Designs where a DECA OLI will need to be Closed before you can Close the BROADBAND ELIGIBLE OLI.
  1. Diagram 1: with this design:
     - DECA line item to use is INTERNAL DECA.
     - Closing this line item will fulfill the requirement so you can close a BROADBAND ELIGIBLE OLI.
  2. Diagram 2
     - requires multiple BROADBAND DECA'S. The Technician can add and Close as many BROADBAND DECA'S to the work order to match what hardware was installed off the truck.
     - Then Close the BROADBAND ELIGIBLE OLI.
  3. Diagram 3
     - a mix of receiver types along with a H26K and needed BROADBAND DECA's.
  4. Diagram 4 is a Standard Example of Commercial DSWiM 30 with D2 Advantage Backbone.
- **NOTE:** These diagrams are a suggestion. Add, Change, or Modify according to customer needs. A USB DECA per H26K or Direct Ethernet connection is required for internet connectivity.
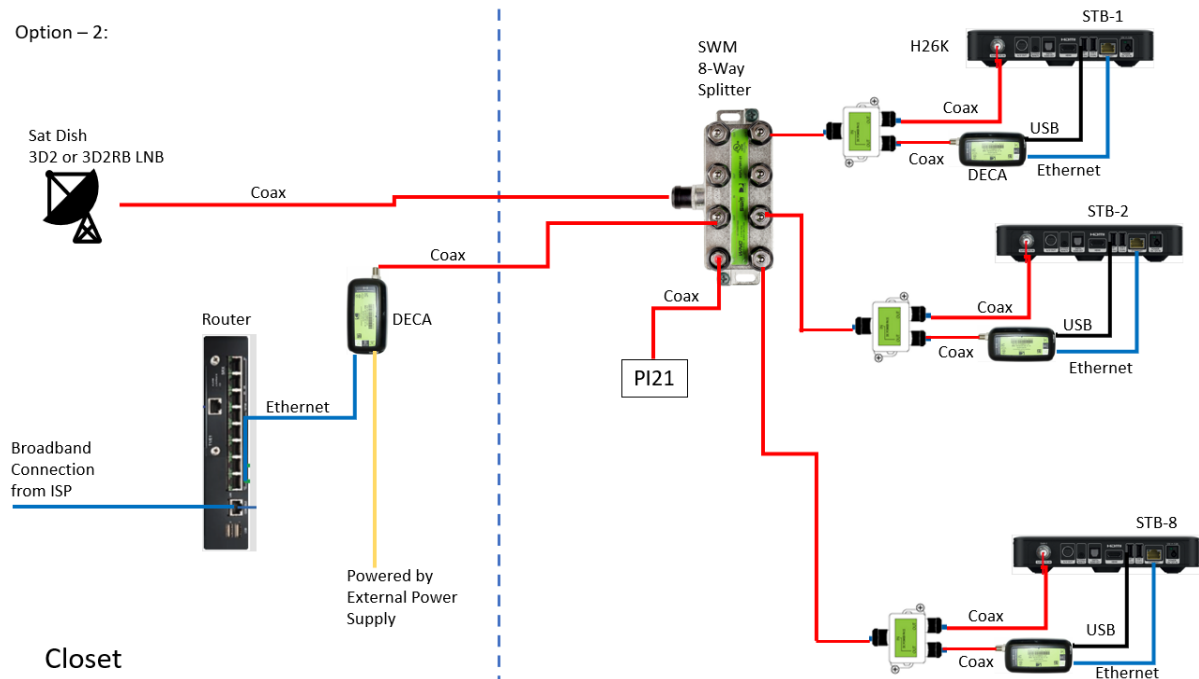
DIAGRAM 1

Ethernet Available to each H26K.

DIAGRAM 2
BROADBAND DECAs Installed with each H26K.

Option – 2:

DIAGRAM 3
Mixed receivers install with H26K, H25 and H44.

DIAGRAM 4
Standard Example of Commercial DSWiM 30 with D2 Advantage Backbone.

K. Supported SWiM Hardware and maximum receiver counts.

		Maximum Receiver Count		
H26K Commercial Receiver				
			H44 Comm Mode	**Mixed Install H25/H44/H26K**
Part# or Name	**LNB**	**H26K**		
DSWiM	Digital 22 channel SWiM LNB	13	13	13
3D2RB	Digital 22 channel SWiM RB LNB	13	13	13
DSWM30	Digital 15 channel per SWiM port	13	13	13