



UNIVERSITY
DIRECTV

DIRECTV/TiVo THR22

DIRECTV FIELD SERVICES TRAINING



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DIRECTV/TiVo THR22

Welcome to DIRECTV/TiVo THR22 training!

When people think of a DVR, they think of TiVo and DIRECTV. Through a strategic partnership with TiVo, DIRECTV has a new receiver that is sure to make our TiVo and DIRECTV customers happy: the THR22!

With this receiver, customers can enjoy our award-winning DIRECTV programming, along with the terrific DVR features of TiVo, in one convenient package! While you may be familiar with both DIRECTV and TiVo, there are a few differences between our current receivers, and the THR22.

This document will cover the who, what, where, why and hows of the new THR22!

Learn. Discover. Enjoy!

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Course Objectives

In this course, you will learn how to:

- Explain the new THR22 receiver
- Recognize the differences between a standard HR22 and the THR22
- Operate and connect the THR22 receiver
- Educate a customer on how to properly operate the THR22

What questions do you have before we begin?

Let's get started!



Cover the objectives of the course, and see if the participants have any additional expectations of the course.

Objectives

In this section, you will learn how to:

- Identify the THR22
- Understand the basic features and benefits of the THR22

The DIRECTV THR22 is the latest receiver in a collaboration between DIRECTV and TiVo.



This receiver combines the award-winning programming and state of the art technology of DIRECTV, and hugely popular TiVo service, in to one convenient package! Customers for a long time have been using DIRECTV and TiVo together, so we took them and combined them in to one easy to install receiver.

While this is a DIRECTV box, with many similar features to a standard DIRECTV receiver, the menu system, DVR features and many others are TiVo, so there are differences that you and your customers need to be aware of.

Let's take a look at the features of this exciting new receiver!

Cover the objectives for this section, and make sure to address any lingering questions before continuing.

Without benefits, a feature does you no good! Let's take a look at some of the features and benefits of the THR22 receiver. One important thing to know about the THR22 receiver is that some of the features that you may be used to with a TiVo or a standard DIRECTV receiver may be different!

Features and Benefits

Full TiVo user experience, co-branded with DIRECTV

- Trademark TiVo features: Season Pass recordings, WishList® Searches, TiVo Suggestions
- Integrated search across linear and DIRECTV Cinema™
- TiVo remote control and beloved sound effects

DIRECTV services and interactive features

- Access to all of DIRECTV's content – MPEG-4 channels, On DEMAND, PPV
- Active Apps – Mix channels, Games Lounge, etc.
- DIRECTV DVR Scheduler – online and mobile scheduling

Key Benefits

- Access to DIRECTV HD content, which is the best in the business!
- Integrated search across DIRECTV CINEMApplus allows a customer to not only search standard programming, but across all types of programming provided
- Access to DIRECTV DVR Scheduler allows customers to schedule DVR events remotely
- Access to DIRECTV Interactive features, such as Game Mix, gives customers a unique way to view all of their favorite sports at once!
- Powerful search and discovery tools let a customer find what they're looking for faster
- Automatic recording, along with TiVo Suggestions, suggests shows that a customer may enjoy, but were unaware of - think of how popular Pandora® is now!
- Music and photos features allows the customer to access their pictures and music on their DIRECTV THR22 receiver
- 1080p high-definition programming, easily connected to their system via HDMI (providing the highest-quality video possible)



While the THR22 has many of the features of our other DIRECTV receivers, there are several features which it cannot support, such as Whole-Home DVR or 3D.

Feature Differences

As mentioned, there are a few key differences between an HR22 and the new THR22 receiver.

While similar, the new TiVo user interface (UI), or the screens that the customer will use to navigate their receiver, will be a change for any current DIRECTV customer. Because of the integration of the two, existing TiVo customers may have a bit of a learning curve as well.

Not only will the UI be different, but the HR22 and the THR22 have some different features. It's important to remember this if you encounter a customer who has one or both of these units in their home!

Two easy ways to tell the difference are the remote control and whether or not there is a TiVo logo on the front of the receiver.



THR22
Remote



Standard DIRECTV
Remote





DIRECTV/TiVo THR22

Here are the receiver specifications for the THR22



Receiver Dimensions and Basics

- Width - 15.2"
- Height - 2.8"
- Depth - 11.8"
- Weight - 8 lbs
- Tuners - 2
- Decoding - MPEG-4

Video Outputs

- HDMI - 1
- Component - 1 (YPbPr)
- S-Video - 1
- Composite - 2 (RCA Type)

Audio Outputs

- Digital Optical - 1
- Digital - 1 (coaxial)
- Stereo - 2 (L/R, RCA)

Box Contents

- HDMI
- Component (YPbPr)
- S-Video
- A/V (RCA)

Other

- Access Card
- Phone Cord
- Power Cord
- B-Band Converters - 2

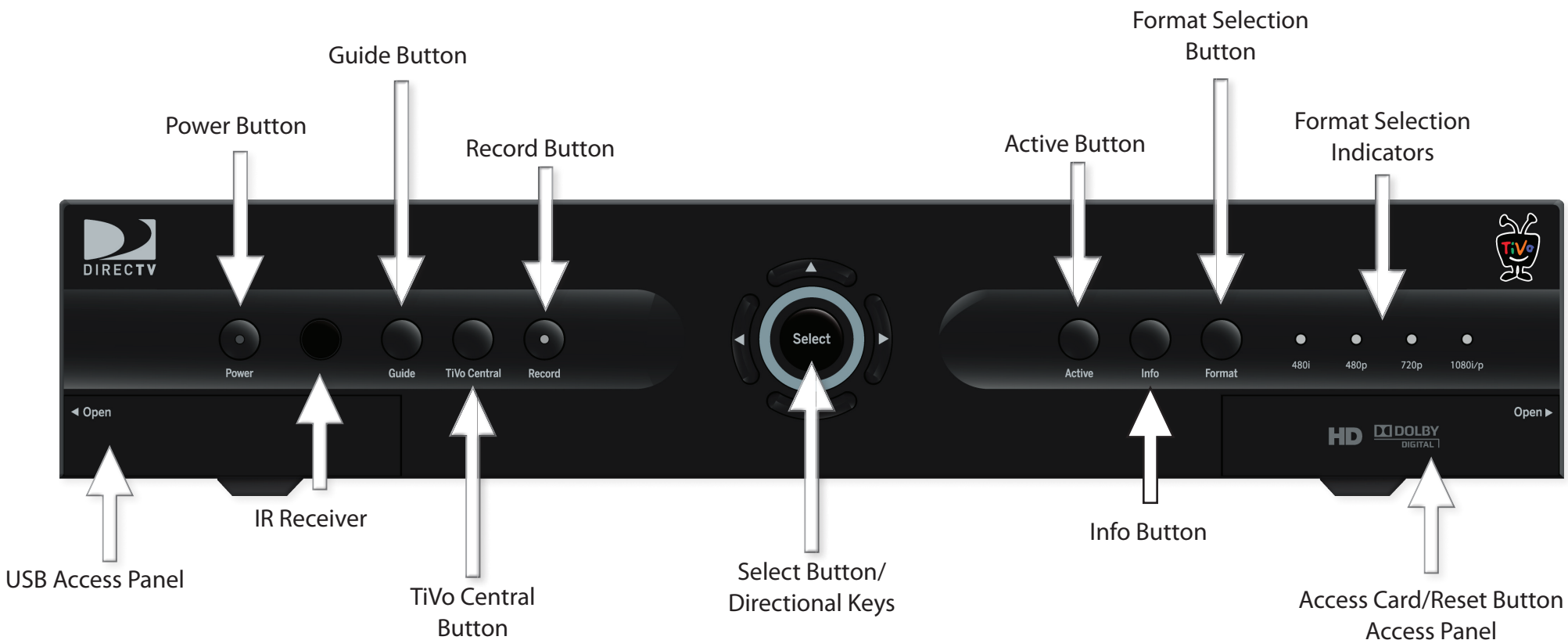
Remote

- TiVo

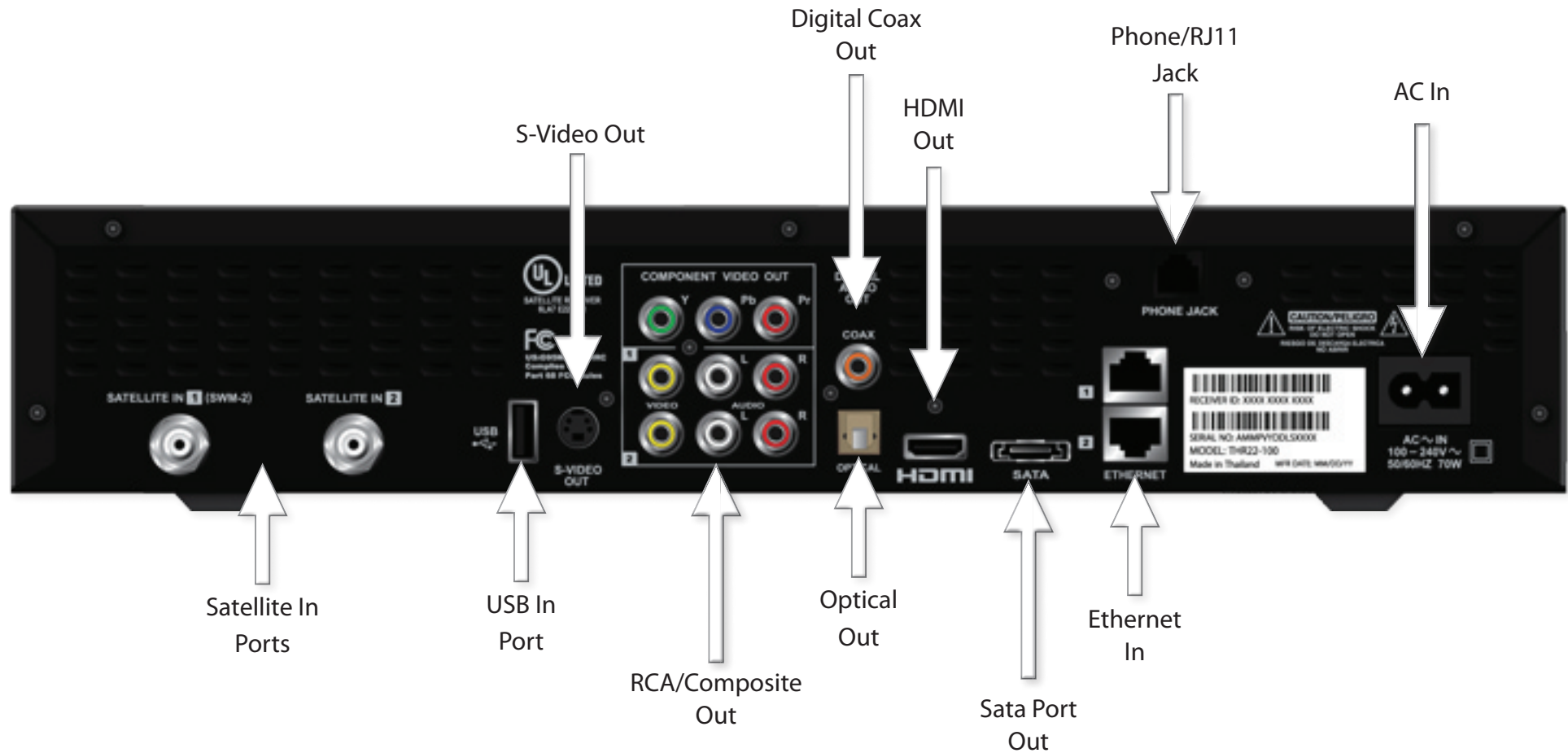
Other

- Satellite In - 2
- Internal RF Antenna - 1
- Front USB - 1
- Back USB - 1
- Ethernet - 2
- eSATA Port - 1
- Phone - 1
- 500Gb Hard Drive

Receiver Overview - Front Panel



Receiver Overview - Rear Panel





Feature	HR2X	THR22	HR10-250
TiVo UI	No	Yes	Yes
MPEG-4 Support	Yes	Yes	No
Picture In Graphics (Pig)	Yes	No	No
480i, 480p, 720p, 1080i, Support	Yes	Yes	Yes
1080p (24fps)	Yes	Yes	No
Video Output Formats	Yes	Yes	Yes
Native Resolution Format	Yes	Yes	No
3D Programming	Yes	No	No
4x FF/Rew	Yes	No THR has 3x	No THR has 3x
30 Second Advance	Yes	Yes	No
Review Buffer	Yes 90 minutes	Yes 30 min(like other TiVos)	Yes 30 min (like other TiVos)
Dual Tuners Review Buffer	Yes (90 min) Double play	Yes 30 min always on	Yes 30 min always on
Game Search	Yes	No	No



Feature	HR2X	THR22	HR10-250
Interactive Applications:	Yes	Yes	No
TV Apps	Yes	No	No
DIRECTV On Demand	Yes	Yes (broadband content only)	No
DIRECTV CINEMA / DoD Satellite Downloads	Yes	No	No
Caller ID (requires called ID service with phone provider)	Yes	Yes (no called ID log)	No
Music And Photos	Yes MediaShare (DIRECTV2PC)	Yes (music & photos only, no video streaming)	No
Whole-Home DVR (can coexist with Whole Home install, but cannot share Playlist)	Yes	No	No
YouTube	Yes	No	No
Advertising Features	Yes	Yes (no smart row ad support)	No
TVmail	Yes	Yes (messages only)	Yes (messages only)
SHEF (used for DIRECTV iPad App)	Yes	No	No
Screen Saver	Yes	Yes	No
Spanish UI	Yes	No	No

The THR22 can be operated with either the white DIRECTV remote or the [new TiVo Peanut](#), and can be used in IR or RF mode. There are no thumbs up/down buttons or equivalent functions on the white remote.

The TiVo button takes you to the TiVo Central screen, the main menu and starting point for all your TiVo features and settings.

If programmed, TV Pwr turns your TV or A/V receiver on/off. Your TiVo Premiere is always on.

Use Zoom to change the way programs are displayed on your TV.

Use the Arrow buttons to navigate the TiVo menus and the program guide. Left arrow takes you back.

Use the Thumbs Up and Thumbs Down buttons to rate shows for TiVo Suggestions.

Pause freezes a show. Press it again to resume playing.

Back (rewind) rewinds a program. Press it up to three times for three speeds.

Slow plays a show in slow motion.

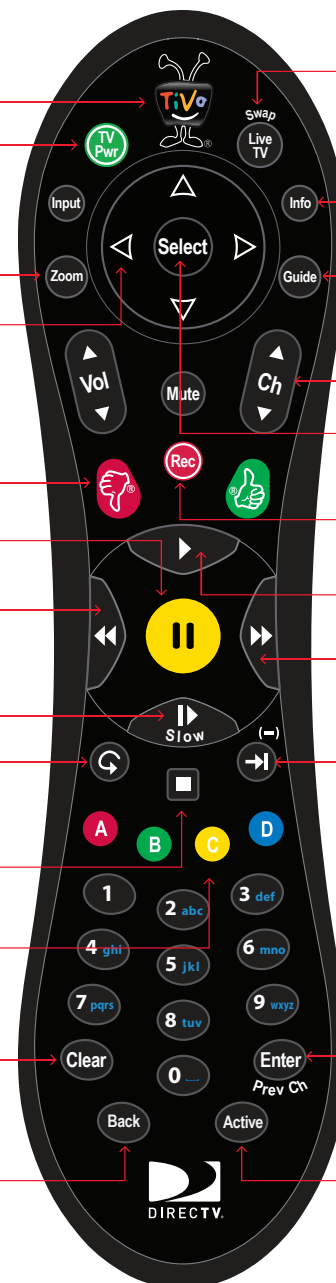
Instant Replay repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

Stop and exit a show that you are watching in playback.

The A, B, C, D buttons are for future use.

Clear removes the display of the channel banner or program guide, and deletes titles from Now Playing or the To Do List.

Back functions as a left arrow or exit.



Live TV/Swap takes you to live TV. If you're watching liveTV, use it to swap tuners.

Info shows the channel banner while watching live TV. Press it again to make it disappear.

Guide takes you to the program guide, where you can find shows to watch or record. Press it again to clear the guide.

Use the Channel Up/Down buttons to change the channel and to page up/down while in the program guide or TiVo menus.

Use Select to choose menu options or shows to record.

Press Record to start/stop recording the show you're watching, or to set up a recording for a show selected in the program guide or in a search result.

Play starts playing a show from the Now Playing list.

Forward (fast-forward) fast-forwards through a program. Press it up to three times for three speeds.

Advance moves forward in 30-second increments; press and hold to jump to the end of the show. Also used to skip to the next tick mark (15 minute increment) while fast forwarding.

Enter/Previous Ch returns you to the last channel tuned to in live TV. It also works like the Select button when in the guide view.

Active takes you to DIRECTV Active (ch. 9999) where you access DIRECTV's interactive features.

Let's take a look at the new TiVo remote next to a DIRECTV remote, along with an older DIRECTV TiVo remove.

The new TiVo Peanut remote does not have the List button. The white remote does not have the thumbs buttons or functions, and the Prev button does not work on the THR22. In the appendix of this module, a reference guide on the comparison of the remotes has been included.



Standard DIRECTV
Remote



THR22 Remote



HR10/250 Remote



Review

1. To get the highest quality video, which video output would you use with the THR22?

HDMI provides the highest-quality video on the THR22

2. Can you use a standard DIRECTV white remote with the THR22?

Yes, however some features will not work (and vice-versa)

3. What is the main cosmetic difference between an HR22 and the new THR22?

The TiVo logo is on the front of the THR22

Summary

In this section, you learned how to:

Identify the THR22

Understand the basic features and benefits of the THR22

As a group, or individually, complete the questions above, and review the answers as a group. Address any lingering questions before moving on to the next section.

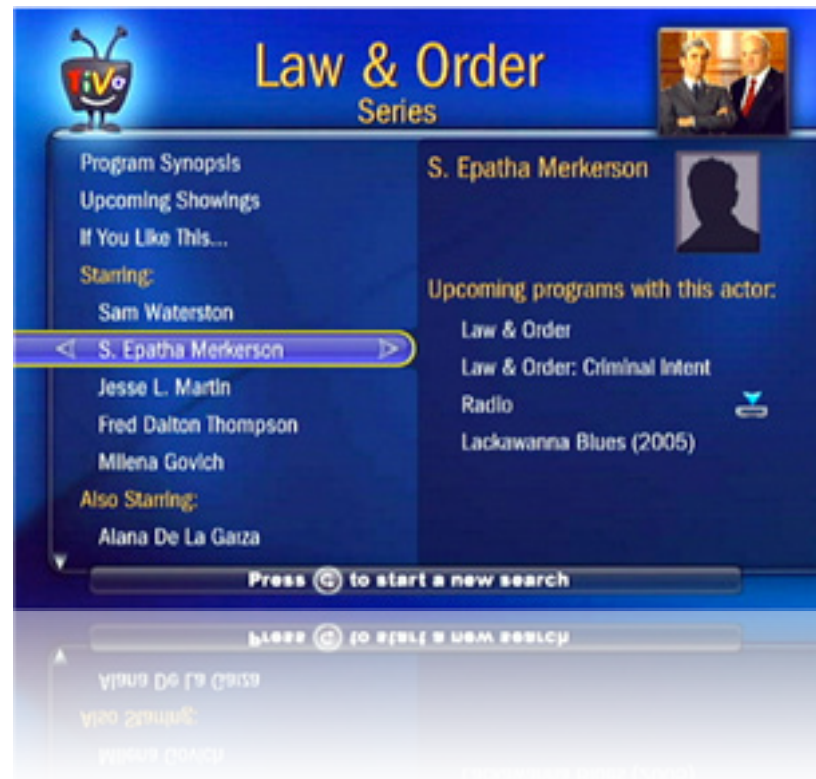
Objectives

In this section, you will learn how to:

- Navigate the THR22 receiver
- Use the THR22 receiver, and be able to explain how the receiver works to your customers

The THR22 user interface, or UI, offers DIRECTV features and offerings with the TiVo look and feel.

This section will cover the different screens and navigation of the THR22 receiver. Not every change or difference will be covered in this section, but later in the training, we will have a hands-on session which will help you learn.



Cover the objectives of this section, and make sure to address any lingering questions before continuing.

TiVo Central is the new top level menu



To search for programs, choose **Find Programs** from TiVo Central.



Several of the key new features are in Find Programs, including:

- Swivel Search
- WishList
- Suggestions

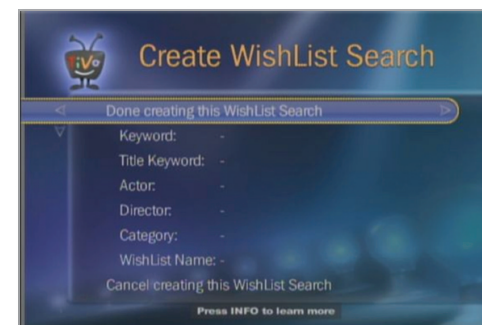
Swivel search is similar to our Smart Search feature, and to access all of the features of Swivel Search, the receiver must be connected to a network.

The THR22 does not support Game Search for blacked out events. Any blacked out program will display the traditional OSD x727 indicating the programs are blacked out.

Search by Title menu brings up an alphanumeric grid to input a search:



WishList searches find programs that match the viewer's interests. Searches can be done by keyword, actor, category, or any combination. Programs matching the search criteria can be recorded individually, or can be auto-recorded as all programs that matched the search.





Broadband Features

Broadband features enhance the user experience by offering home network connectivity dovetailed into the DIRECTV THR22.

Broadband connectivity also enables the new TiVo Swivel Search feature.

Network and phone settings are in the Messages & Settings menu.

There are many additional features available for customers with a broadband connection:

- DIRECTV CINEMA broadband downloads (no satellite downloads)
- Music and Photos
- Callback (this is not visible to customers)
- Swivel Search – similar to Smart Search (only available via Internet connected THR22s)
- TiVo version of Cast & Crew
- Posters (limited)

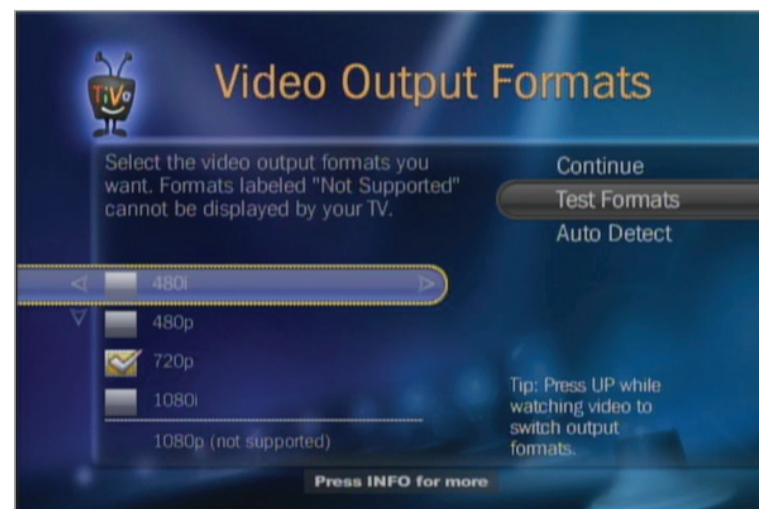
Music and Photos

The “Music” and “Photo” offerings are served from a networked PC running the free TiVo Desktop Software”. All the listings here are delivered via the broadband connection. The user customizes the content. This feature will not be supported by DIRECTV customer care; all customer issues related to these features will be handled by TiVo.

Video Output/Resolution

The THR22 UI can receive and output 480i, 480p, 720p, 1080i and 1080p resolutions, which are in the Video Output Formats menus.

DIRECTV uses the term “resolution” when referring to 480/720/1080. The THR22 uses the term “format” for this configuration.



The TV that is connected determines the resolutions that the THR22 can display. The way the TV is connected has a lot to do with how the resolutions are discovered. If the cabling connected cannot support a certain resolution, you will not be able to select that option.

The UI also has a test that THR22 can run to determine what resolutions are usable by the TV. All of these options are in the Video Output Formats screen.

Recording with the THR22 is similar to many of our DIRECTV receivers, and as most people know, TiVo is known for it's recording capabilities. Let's cover a few differences about the THR22 and how it records programs on DIRECTV. To access recordings, select Now Playing List.

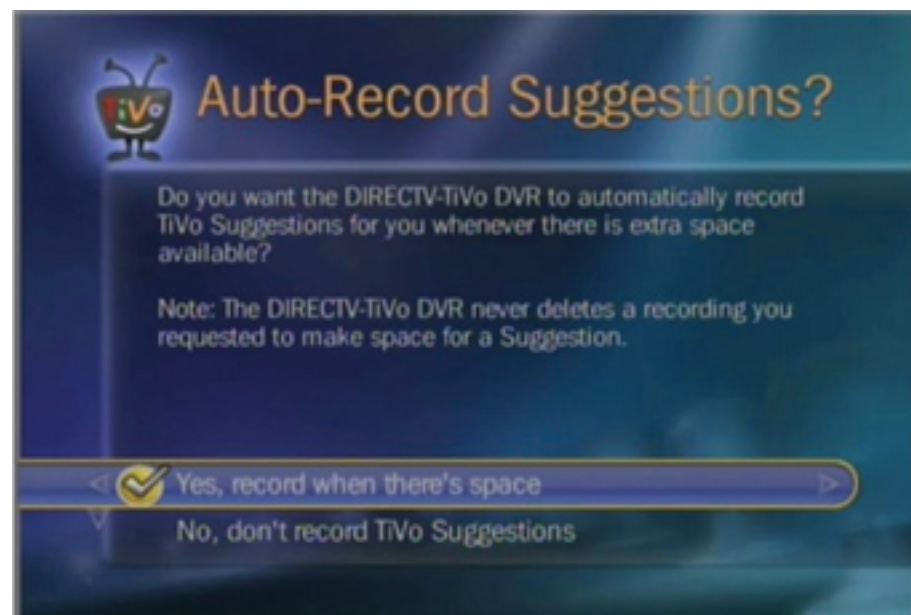


The THR22 has three recording options, as described in this section:

- Series
 - The THR22 does record Season Passes, also known as Series Recordings on the HR2x series.
- Manual
 - To open the Set Up Manual Recording Screen, go to Find Programs - Record by Time or Channel - Set Up Manual Recording.
- WishList
 - To open the WishList menus, go to Find Programs - WishList Search.
 - Once a WishList search is performed, the customer can set up to record all programs based on the WishList search, as well as set up to auto record suggestions.

Suggestions

Customers can use the Thumbs button to rate programs and the THR22 will provide program recommendations and can automatically record these suggestions based on the customer's likes and dislikes; this feature is defaulted on.



The Auto-Record Suggestions option is accessed through TiVo Central Messages & Settings - Settings - Recording - Auto - Record Suggestions. Suggestions are automatically recorded once set up, whenever there is extra space available.

Recording History and To Do List

The History and To Do List can be found by going to TiVo Central - Find Programs - To Do List:



The To Do List has a View Recording History menu option, and lists all upcoming recordings (the Suggestions are not listed here):



Recording history shows:

- Past titles that were recorded then deleted
- Titles that were not recorded
- Upcoming titles that will not be recorded



Selecting the title will show more information about why the title was not recorded, or will not record or details around a deleted recording.

Favorite Channels

The HR2x/R22 has the All Channels list and three different favorites list: Channels I Get and two lists that can be customized. The THR22 Favorite list is the same as the HR10-250, which has "All", "You Receive" and "Favorites" Channel Lists.

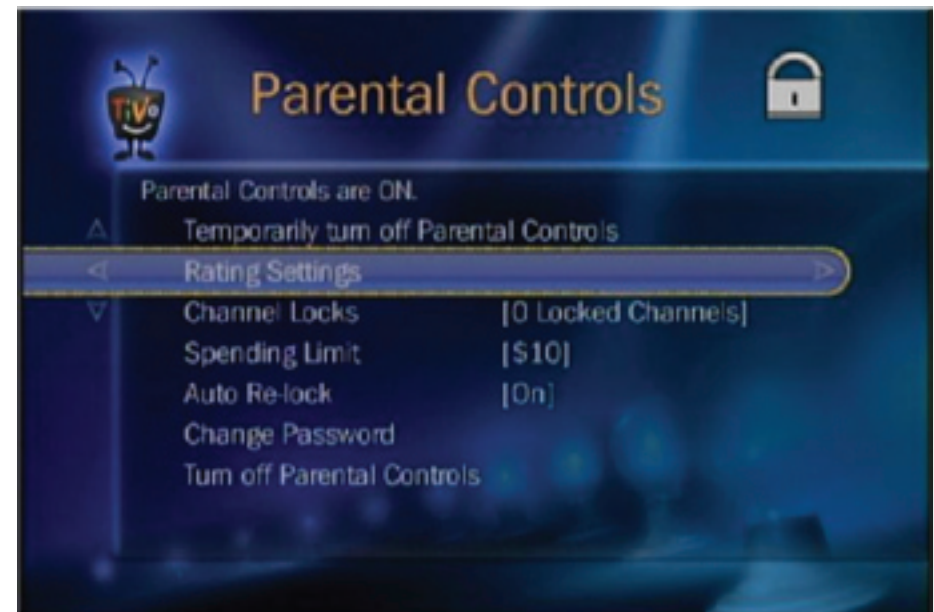
The "You Receive" list is a subset of All Channels, and Favorites is a subset of Channels You Receive.



Parental Controls

Like all the DIRECTV STBs, the THR22 has parental controls. This top-level Parental Controls menu screen is the hub of all settings relating to use restrictions of the DVR. If Parental controls are on, you will need a password to enter this screen. The THR22 does not support Hide Adult channels and titles, nor does it support Viewing Hours Limits.

This top-level Parental Controls menu screen is the hub of all settings relating to use restrictions of the THR22.





DIRECTV/TiVo THR22

Other than a new UI, the THR22 receiver has many similarities to our other receivers. However, there are some features and limitations which are exclusive to the THR22. Lets take a look at some of the differences.

Whole-Home DVR

Similar to the D12, R16 and H20, the THR22 supports SWiM and it can coexist in a Whole-Home installation. However, the THR22 cannot share the content with other STBs in a Whole-Home DVR installation.

Caller ID

There is Caller ID on the THR22, however there is no Caller ID log.

DIRECTV CINEMApus Satellite Downloads

The HR2x/R22 can download some DIRECTV CINEMApus PPV titles if they are not broadband connected, via the satellite.

The THR22s, if not broadband connected, do not support DIRECTV CINEMApus satellite downloads, as the THR22 units download CINEMApus over broadband only.

Managing Pending Downloads

Unlike the HR2x/R22 where all Queued titles are in the Playlist with "In Progress" or "Pending Download", the THR22 lists titles that are currently downloading or in queue in the "On Demand Manager". This can be accessed from any of the home pages by pressing the Yellow 'C' Button, or by going to Find Programs then On Demand Download Manager.

The Now Playing List shows titles that have been recorded or downloaded or currently being recorded or downloaded.

Game Search

The THR22 does not support Game Search for blacked out events. Any blacked out program will display the traditional OSD x727 indicating the programs are blacked out.

4X Fast Forward/Rewind

With the HR2x/R22, fast forward and rewind for recordings are each offered in 4 speeds, however, the THR22 has 3 speeds. The trickplay bar displays showing the progress and relative place of the rewind.

iPad and Nomad

The THR22 does not support the DIRECTV iPad app, or nomad.



Non-Customer Facing Features

System Test - Diagnostics

The THR22 does not have System Test Diagnostics.

Installation Verification

The THR22 supports Installation Verification, but does not support IV Retest.

Built-In Self Test

The THR22 supports Built-In Self Test for the refurbished facilities.

Satellite Software Downloads

All older DIRECTV/TiVo models could only upgrade software via the phone line.

The THR22 software download will be via satellite.

Boot Up

If there is no interaction with the THR22 while it is booting, the boot to video can take approximately 10 minutes. (All times are approximations)

- To accelerate, while on the TiVo Central screen, click the Live TV button; the screen will appear for approximately 1 minute while it receives guide data. Once it reaches 100%, video will appear. Accelerating will drop the boot time by approximately 5 minutes.

External Hard Drive

Like the HR2x/R22 models, the THR22 will support external hard drives.

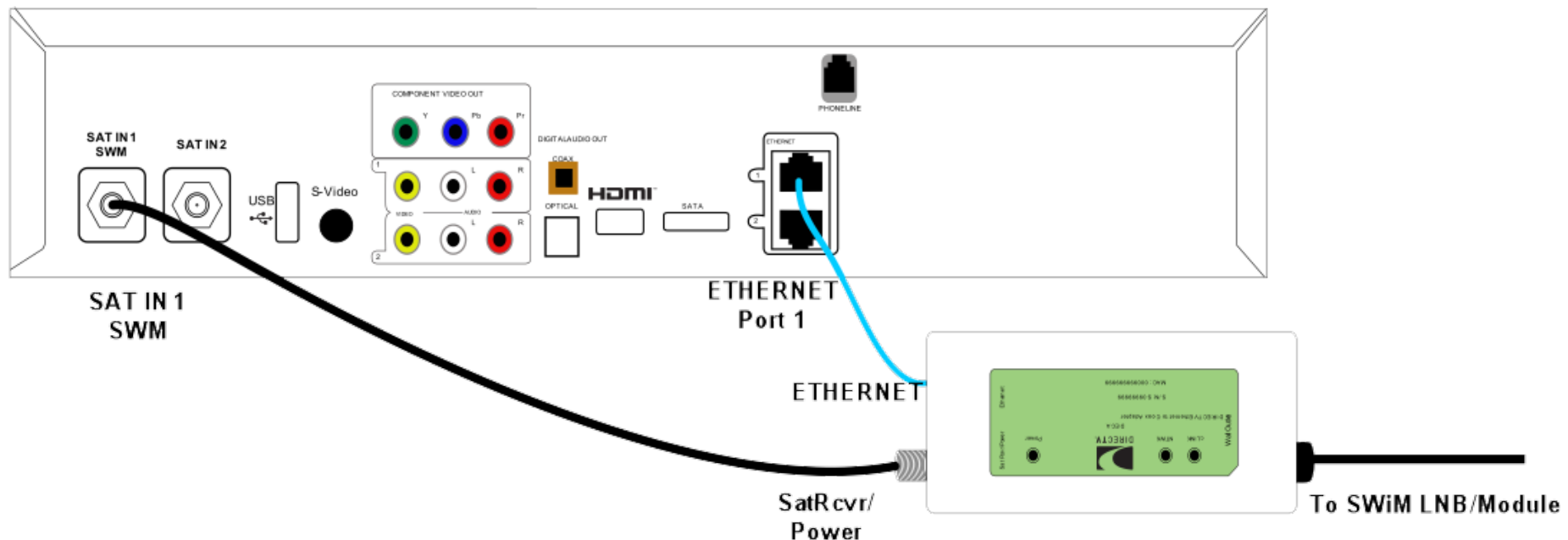
DECA and CCK-Wireless

Use of wireless CCK with the TiVo THR22 receiver:

Never install a wireless CCK on a TiVo receiver. The TiVo box is not capable of running the set up for the wireless CCK. Although you cannot install a wireless CCK on the TiVo receiver, if the home is MRV compatible and there are other advanced HD receivers in the network/home you can install the wireless CCK as the primary broadband interface. In this scenario the TiVo receiver will be able to access the Internet via the receiver DECA installed at the TiVo receiver.

Where the home is MRV compatible: If there are no other advanced HD receivers in the network/home other than the TiVo, you will need to install a CCK and the required receiver DECA at the TiVo.

Where the home is not MRV compatible: If there are no other advanced HD receivers in the network/home other than the TiVo, you will not be able to connect the TiVo to the internet, unless you can connect the TiVo to the customer's router using a CAT5 Ethernet cable.





IR/RF Remote Control

The THR22 can operate with the remote in IR or RF mode using the White or the new Peanut remote.

XMP 2-way Remote Programming

The H/HR24/H25 supports XMP 2-way remote programming; the THR22 does not support this.

SWiM

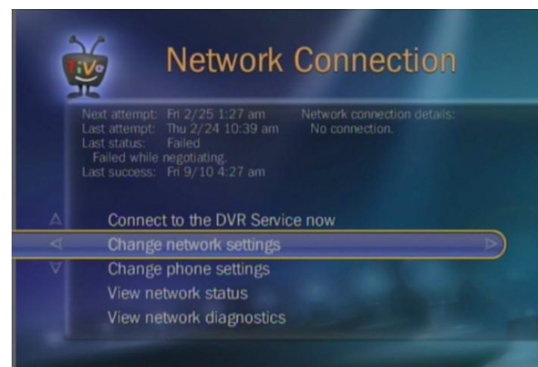
The THR22 can be installed in a SWiM installation as well as in a multi-switch installation.

B-Band Converter

The THR22 requires BBC when installed in a non-SWiM installation.

Broadband Connectivity

Once the THR22 is connected to a router by the Ethernet port or using the DECA or the CCK-Wireless, the STB must be configured for Network Connection:



1. Select Change Network Settings
2. Connect the DECA unit and ethernet cable
3. Choose Yes, set up my network connection
4. Under Network Hookup, select Ok, ethernet is plugged in

The Network Status screen will display a confirmation that the internet is working, or not working. If you are having issues, try repeating the steps listed above.



Review

1. What is the purpose of this section?

Answers may vary.

2. Can you view Whole-Home content on the THR22?

No, it does not support content sharing

3. True or False: The THR22 does not support 1080p programming.

False

4. True or False: When setting parental controls, you can hide the adult channels on the THR22

False

Summary

In this section, you learned how to:

- Navigate the THR22 receiver
- Use the THR22 receiver, and be able to explain how the receiver works to your customers

As a group, or individually, complete the questions above, and review the answers as a group. Address any lingering questions before moving on to the next section.

Objectives

In this section, you will learn how to:

- Operate the THR22

In this section, as a group, take turns operating the THR22 receiver. Here is a list of suggested exercises to perform with the THR22:

1. Record a program from the guide
2. Set up a manual recording
3. Enable/test a broadband connection to the receiver
4. Order a DIRECTV on Demand event (if possible)
5. Change the aspect ratio/video format
6. Delete a recorded item
7. Restore a deleted DVR event
8. Create a Season Pass recording
9. Use the Swivel Search feature while viewing a program in the guide
10. Use the DVR features
11. Locate the interactive applications, such as Game Lounge, Mix Channels, etc
12. Explore the settings menus
13. Customize the Favorites channel list
14. Hide duplicate channels in the guide
15. Create a WishList search
16. Enable/disable Auto-Record Suggestions
17. Enable Parental Controls
18. Reboot the receiver
19. Connect the AM21 and setup off-air channels
20. Change the LED light level on the front of the receiver

As a group, pass around the remote and/or take turns performing some of the above exercises on the THR22 receiver. Most of these features are covered previously in the training, but some are not (intentionally) so you as a group can learn how to do them together!

Before ending the exercise, make sure to address any lingering functional questions, and move on to the review.



As you've seen in this training, the THR22 receiver is an exciting new receiver with many similar features that you are already used to, combined with the TiVo UI and features that customer's love!

To install this receiver successfully, learning the equipment is essential, and getting hands-on time with the receiver is very important! Make sure to spend some extra time using the receiver to help you understand the functionality. Troubleshooting scenarios will be similar to our HR22 receiver, so again, the new look and feel will be the major change you have to deal with.

Thanks for all of your hard work, and stay safe!

Course Summary











In this course, you learned how to:







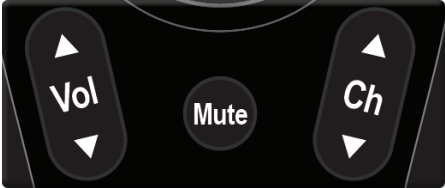




- Explain the new THR22 receiver
- Recognize the differences between a standard HR22 and the THR22
- Operate and connect the THR22 receiver
- Educate a customer on how to properly operate the THR22

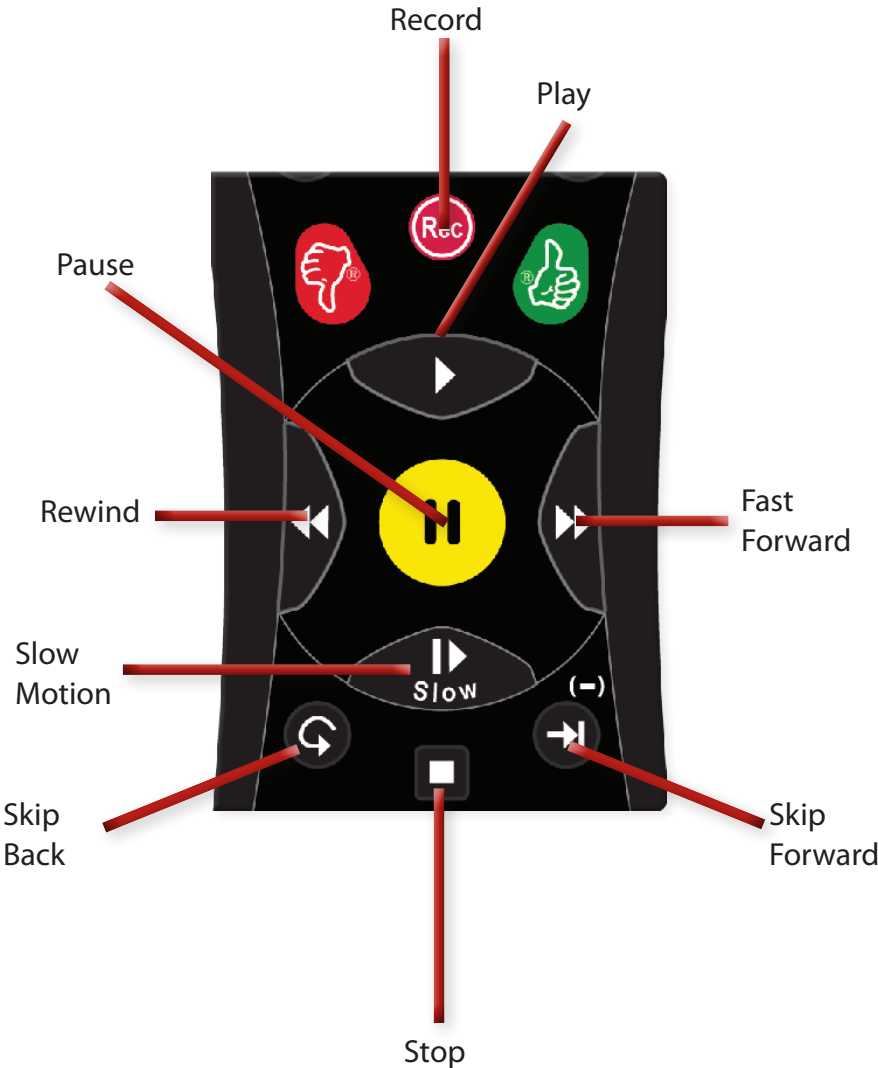
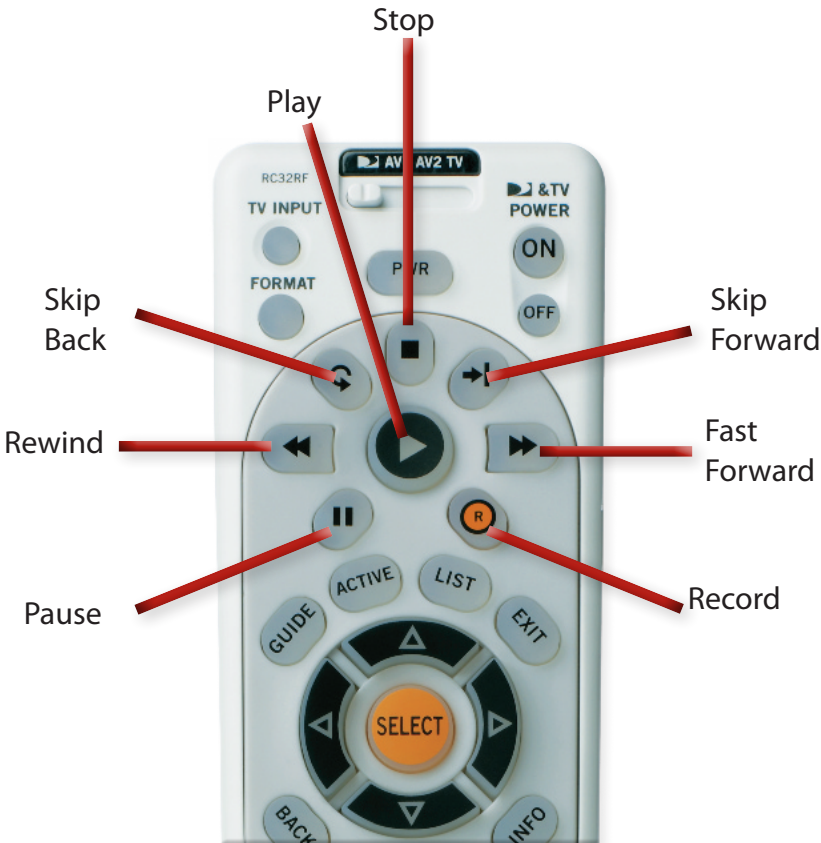
Address any lingering questions, and if applicable, answer or restate and questions that you are going to follow up on after the course.

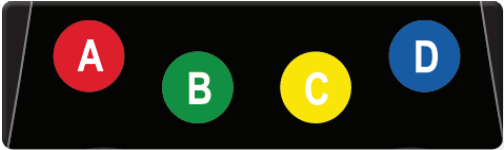












Term	Description
APG	Advanced Programming Guide
BB	Broadband
BBC	B-band Converter: Up-converts the “B-Band” signals to the “A-Band” range where they are usable by the required receivers.
BIST	Built-in self test
BSF	Band stop filter
CCK-W	Cinema Connection Kit-Wireless
Customer Support	This is the official term for the customer support at TiVo. Use this term instead of Customer Care, Customer Service, Tech Support, or any other variant.
DCCK	DIRECTV Cinema Connection Kit
DECA	DIRECTV Ethernet to Coaxial Adapter
HDD	Hard drive
IRD	Integrated receiver decoder
IR/RF Remotes	Infrared/radio frequency: the IR mode is line of sight only; the RF mode can control receivers through walls
IV	Installation Verification
MRV	Multi room viewing
SHEF	STB HTTP EXPORTED FUNCTIONALITY INTERFACE SHEF is a new networked-based control interface that will only be available to certified control system vendors. The Whole Home DVR menu has a new selection related to this feature titled “External Device”.
SWiM/SWM	Single wire multi-switch, SWiM is a technology that requires only one single SAT-IN cable from the wall to the receiver – even if it is a DVR or HD DVR.
TCD	TiVo Consumer Device
THR22	TiVo based on DIRECTV HD DVR
Whole Home/ MRV	Whole Home, also known as multi-room viewing (MRV)
XMP	Extensible Metadata Platform: XMP is a feature that allows the DIRECTV receiver to communicate back to the remote.

TiVo Remote Button		White Remote Equivalent	
 <ul style="list-style-type: none"> Press once for TiVo Central Press twice for Now Playing List 			Same
			Will also bring up the Now Playing List
	Turns TV on/off and brings THR22 out of standby (when programmed)		<ul style="list-style-type: none"> On/Off turns off TV and puts THR22 into standby Move mode switch to TV and press PWR to turn off TV only
	Change input to the TV (when programmed)		Same
	Changes the screen view: Full screen; Panel (pillar / letterbox); Zoom (crop)	No White remote equivalent (Alternative: TiVo Central > Messages and Settings > Settings > Video > Aspect Correction Mode > select Full, Panel or Zoom)	
	Live TV/Swap	No White remote equivalent (alternative: Press Info the bring up the channel banner, then arrow down up the swap tuner icon and Select)	
	While in full screen video, Switch tuners		
	While in Menus, Guide or On Demand Home pages goes to Live TV		
	While watching a recording, switches to Live TV		Exit

TiVo Remote Button		White Remote Equivalent	
	<ul style="list-style-type: none"> Shows Channel Banner when in full screen video Guide Options when in Guide 		Same
	<ul style="list-style-type: none"> 1st press brings up the Guide 2nd press clears the Guide 		Same
	Select Button		Same
	Volume/Channel/Page Up Down		Same
	<ul style="list-style-type: none"> TiVo Suggestion, thumbs ratings Before proceeding with some functions, Thumbs must be used (Satellite Setup; Rest from UI etc) 	<ul style="list-style-type: none"> There is no equivalent for TiVo Suggestions. For other functions, <ul style="list-style-type: none"> Thumbs Down use INFO on white remove Thumbs Up has no equivalent on white remote 	
	Record		Same

TiVo Remote Button	White Remote Equivalent
 <p>Record</p> <p>Play</p> <p>Pause</p> <p>Rewind</p> <p>Fast Forward</p> <p>Slow Motion</p> <p>Skip Back</p> <p>Skip Forward</p> <p>Stop</p>	 <p>Stop</p> <p>Play</p> <p>Skip Back</p> <p>Skip Forward</p> <p>Rewind</p> <p>Fast Forward</p> <p>Pause</p> <p>Record</p>

TiVo Remote Button		White Remote Equivalent
 <ul style="list-style-type: none"> The colored buttons offer various options. Look for on screen clues about the options 	 <p>Same</p>	 <p>Same</p>
 <ul style="list-style-type: none"> Channel numbers are entered directly with the numeric pad. If Hyphen is needed for sub-channels, use the Advance button 		
	Removes the channel banner or guide on live TV or for a recorded program	
	Removes the Trickplay Bar	None-Trickplay Bar must timeout
	Deletes programs from Now Playing.	None (alternative: Select Title ->Delete) Now
	Clears text from search keyboard (Swivel Search, search, WishList)	None (alternative: navigate to CLR on screen)

TiVo Remote Button		White Remote Equivalent	
	Back Button		Same
	Active displays the DIRECTV Active Channel		Same
	Enter activates the number entries		
	Prev Ch goes to previous channel watched	None <ul style="list-style-type: none"> Note: Prev button on the white remote does not work for Previous Channel 	
	Some functions required Enter per on screen text.	Enter	



If Sales order includes TiVo, then Work Order capability will display TiVo; True

Receiver DECAs are added upon closure of the TiVo Receiver. WO compatibility must be MRVprogramming, MRVnoprogramming. If Basic, receiver deca will not be added.

Band stop filters are added when a work order compatibility is MRVprogramming, MRVnoprogramming and a standard definition receiver is included on the order.

Swaps

Legacy TiVo or HDDVR can be swapped out for a new THR22.

Message displayed after order line item is closed: Success. Please notify customer of potential monthly TiVo fees and refer them to DIRECTV Customer Care for billing related questions.

A THR22 can be swapped out for an HDDVR.

Message displayed after order line item is closed: Success. You are replacing a defective TiVo capable receiver with a non capable Tivo receiver. Please ensure customer is aware.

DIRECTV THR22

Name	Value	Action
ATSC	Yes	Add AM21
MRV Content Sharing	No	Add DECA
MRV Installable	Yes	
SWiM	Yes	
W0	Yes	
W1	Yes	
W2	Yes	
W2M	Yes	