

# The Quick Menu

## Chapter 3

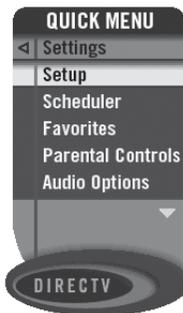
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# The Quick Menu



## Using the Quick Menu

Press MENU on your remote to easily access DIRECTV features. Once the Quick Menu is displayed, use the UP and DOWN arrows to highlight a desired menu item, then press SELECT to access that item. Some menu items will display a submenu, others will take you directly to a new screen. To remove the Quick Menu at any time, press MENU again.



## Settings

Selecting *Settings* in the Quick Menu displays a submenu of items that lets you customize, adjust and keep track of your DIRECTV viewing experience.

## Setup

The *Setup* item in the Quick Menu displays the Setup screen, where you can access the Info & Test, Satellite Setup, Audio Setup, Display Setup, Access Card and System Reset screens.

## Info & Test

The System Info option lets you view the current system information. The System Test option lets you run a test on the tuner, access card, receiver ID and phone line.

## Satellite

This option is useful if your DIRECTV DVR [NAME TBD] has lost signal strength, or you need to realign your satellite dish.

## Access Card

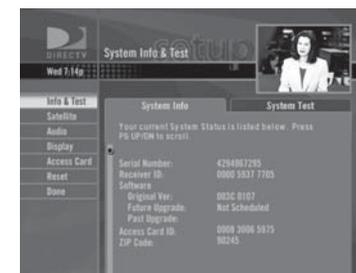
Follow the onscreen directions to replace your access card. You will need your old and new access cards to complete this process. (Note: DIRECTV will provide new access cards and instructions when necessary.)

## Reset

From here you can reset the receiver, reset to factory defaults, or reset everything.

## Scheduler

This feature gives you an overview of and access to all the programs you've set to Autotune or purchase. You can also set up priorities for conflicts that may occur when recording episodic programs.



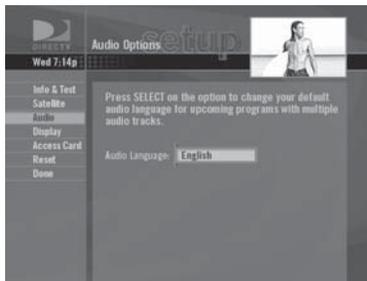
# The Quick Menu

## Favorites

Check the current status of your *Favorites* list(s) by clicking here, and make changes if you like. See page 43 for more details.

## Parental Controls

Check the current restrictions of your *Parental Controls* by clicking here, and make any adjustments. See page 45 for more details.



## Audio Options

Some programs have alternate audio available (such as other language tracks or Dolby Digital). *This option only appears in the Quick Menu over Live TV when the current program has alternate audio.* You can set the default so that whenever 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. In either case, press MENU while in Live TV, then:

**To change the default audio**, from the Quick Menu, select *Settings*, select *Setup*, then select *Audio* in the left menu and follow the onscreen instructions.

## Category Sort

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

While in the Guide, from the Quick Menu, select *Category Sort*. To further narrow your search, select the category you want, then select a subcategory if you wish. To quickly move through the Category Search results, use the RED or GREEN key on your remote to advance or reverse in 90-minute increments.

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.

While in the Guide, press MENU, then select *Pay Per View*. You will see three choices for sorting the listings. Choose *All* to display all current pay per view programs. *Movies* will give you listings of all current movies available. Pick *Special Events* to see specific events such as sports, comedy specials and more. The Guide will update with matching programs.



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## 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 to watch.

Press MENU, then select *Find by*. You can find a program by *Title*, *Person*, *Keyword* or *Channel*. Your search will be quicker if you narrow your search by selecting subcategories; just follow the onscreen instructions. 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.



## Recent Finds

If you'd like to repeat a previous search, select *Recent Finds*, then select your search to view matching programs. In *Recent Finds*, you can select *Mark & Delete* in the Quick Menu to delete any *Finds* you no longer want.

## Date & Time

This option gives you a convenient way to look several days ahead in the Guide, without having to scroll through pages of programs.

## Favorites

*Favorites* allows you to set up special, customized Guide that shows only those channels you choose. So you can have easy access to the channels you like best, or perhaps a grouping of family channels just for the kids.

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 change channels using 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.



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### Channels I Get

In addition to displaying all channels or creating lists of favorite channels, you can also set your DIRECTV Receiver to display only the channels that are in your current subscription package.

To see the channels you receive, select Chans I Get from the left menu of the Favorites screen. To set Chans I Get as your current channel list, select the Set Current menu item from the Favorites screen, then change the Current Favorites option list to Chans I Get.

#### Note

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.

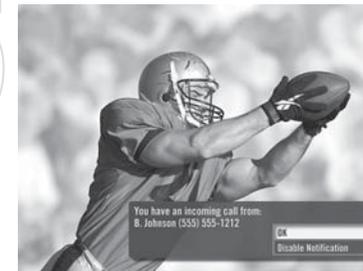
## Caller ID & Messages

This feature lets you get messages from DIRECTV. If you have Caller ID service\*, you can also view phone calls you've received or turn call notification on or off. Press MENU to display the Quick Menu, select Caller ID & Msgs, then select Edit Settings. Select either Caller ID or Messages from the left menu, as desired.

### Caller ID

The Call Log tab displays up to 25 recent incoming calls. Highlight and select a name to delete that listing from your log.

The Notification tab lets you turn the notification feature on or off. When the Notification option is on, you'll see a notice on your TV screen whenever a call comes in.



#### Note

\* You must subscribe to Caller ID service through your local telephone company, and your DIRECTV Receiver must be connected to a phone line.

## The Quick Menu



### DIRECTV Messages

This feature lets you view a listing of current DIRECTV messages waiting for you. Simply highlight and select a message in the list to read, then you'll have the choice to keep or delete it. The messages icon will appear brightly on your channel banner whenever there's any new or unread message in your Inbox.

### Parental Controls



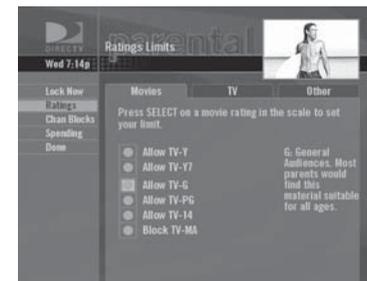
Parental Controls enables parents to place certain restrictions on just who's watching what, and require a passcode to view restricted programming. Whether it's for mature content or spending amounts, you're always able to keep limitations where you want them for the whole family.

Press MENU to display the Quick Menu, SELECT Parental Controls, then Edit Settings, and you'll see the current status showing any restrictions. The system default is "unlocked" for all categories.

## Ratings

Here you can set rating limits for Movies and TV:

- 1) **SELECT** Ratings.
- 2) Move to the right to **SELECT** the another tab. Note: You can use **RED** or **GREEN** to cycle tabs.



### Movies

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

### TV Programs

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



**TIP**

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

**SELECT**

## The Quick Menu

### Other Shows

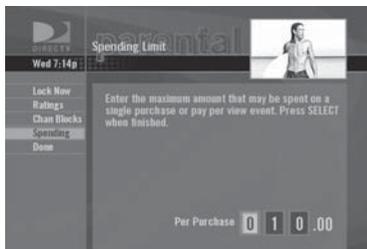
To block programming that has no rating – such as news and sports and shows with a rating of “None” – select the Other tab.



### Channel Blocks

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

SELECT Chan Blocks in the left menu, then scroll down the channel list to SELECT those you wish to block, or key in channel numbers for quicker access. Use Block All or Allow All to save time if you wish to affect a large number of channels.



### Spending

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

### Hours

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

### Now, lock it

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

An onscreen message will appear whenever anyone tries to tune to a channel or program that has been restricted, or attempts to spend or watch beyond limitations set. He or she will not be allowed to proceed without the passcode. Using your passcode, you can easily override the limits.

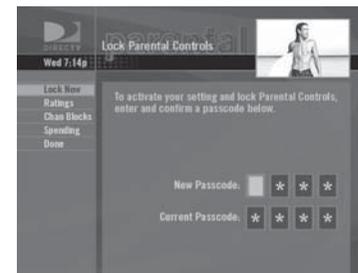
### Let me in...!

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

- 1) When any controls are currently activated, **Unlock Now** will appear if you try to tune to a restricted program.
- 2) Select **Unlock Now** and enter the password.

For more unlock options:

- 1) Press **MENU**, then **SELECT** Parental Controls.



TIP

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



Temporarily Locked Unlocked

## The Quick Menu

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

Also note: If you have Parental Controls set and temporarily unlocked, turning the receiver power off will relock the box. If anyone tries to unlock restrictions using an invalid passcode, there's a time delay that's added with each additional attempt to discourage them.

To change your passcode at any time:

- 1) Press MENU, SELECT Parental Controls, then Edit Settings.
- 2) Scroll down to Passcode and press SELECT.
- 3) Enter your old password, then enter a new one twice to confirm.

# Other Information

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## Other Information



TIP

You can find additional troubleshooting help at [DIRECTV.com](http://DIRECTV.com).

### Troubleshooting

Many problems can be corrected by performing a simple reset of the DIRECTV® Receiver. If you experience the image freezes, audio freezes or blank screen, or the system won't respond to front panel button or remote control, try one of these:

- ▶ Press the red RESET button behind the access card panel door on the front of the DIRECTV Receiver, then wait for program guide information to be acquired.
- ▶ If the problems persist, try unplugging the power cord of the DIRECTV Receiver for 15 seconds, 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 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

#### Note

If preferred, you can have an Authorized Service Representative 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](http://DIRECTV.com).

after the modification is complete. Your receiver must be plugged in to AC power and have a working phone connection 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.

## DIRECTV Receiver or TV 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 a few 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 Receiver.
- 2) Wait for program guide information to be acquired.

### **Wrong picture, blue screen, snow or black/blank picture**

The DIRECTV 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 buttons to toggle between the signals:

- ▶ Press the TV/VCR button on the VCR remote or on the VCR's front panel.
- ▶ Press the TV INPUT button on the DIRECTV remote control.
- ▶ If problems persist, turn off all equipment that is connected to your TV, wait a few minutes, then turn the DIRECTV Receiver back on.

## Other Information

### 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 46).

- ▶ 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 Receiver will not turn on

- ▶ Check to make sure the power cord is plugged into the DIRECTV 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 front of 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 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 Receiver turns on or changes channels unexpectedly**

- ▶ An Autotune may have been activated. See page 32.
- ▶ Your TV's timer may have been activated.
- ▶ Check your TV owner's manual.

**Blank screen**

- ▶ Check that all components connected to the input jacks are turned on.
- ▶ Try another channel.
- ▶ Your DIRECTV Receiver may be hooked up incorrectly to the TV. Press the INFO button on the front panel

## Other Information

of the DIRECTV 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 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 Receiver is connected to.
- ▶ Press the POWER button on the front of the DIRECTV Receiver.
- ▶ Press the red RESET button behind the door on the front panel of the DIRECTV 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 tune to**

- ▶ 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 *Satellite*, 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*, or enter the channel number manually.

**My video and audio are out of sync.**

- ▶ Try changing channels.
- ▶ Press LIST, then EXIT.
- ▶ If neither of those work, restart your DIRECTV Receiver. Press MENU, press SELECT on *Settings*, then SELECT *Setup*. Select the *Reset* item from the left menu and follow the onscreen instructions.

**My DIRECTV Receiver is “frozen” on a single frame of a TV picture.**

- ▶ If you are on a Pay Per View channel, watching the free portion of a program, the free portion may be completed. You must buy the program to continue watching.
- ▶ If that doesn't work, restart your DIRECTV Receiver. Press MENU, press SELECT on *Settings*, then SELECT *Setup*. Select the *Reset* item from the left menu and follow the onscreen instructions.

## Other Information

### 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 Receiver.
- ▶ Check the batteries in the remote control. They may be weak, dead or installed incorrectly. Try replacing batteries.
- ▶ If you're entering a channel number that is less than four digits long, the receiver might wait two seconds before tuning to the channel. Press ENTER after entering a channel number to tune immediately.
- ▶ If you are trying to operate a device other than the DIRECTV Receiver that you have programmed the remote to control, make sure you first slide the input switch to the corresponding device (DVD player, VCR, etc.). 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.

**A remote control indicator light starts flashing. Reset to factory default and reprogram your remote. See page 24.**

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.)

#### Note

If your TV is connected with just coaxial cables, you must tune to Channel 3 or 4, as set with the 3/4 switch on the back of your DIRECTV Receiver box.

## 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 *Satellite*, then select *Repeat Satellite Setup*.

## Running the System Test

The System Test allows you to run a basic diagnostics check on your DIRECTV 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 Receiver.

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

- 1) Turn on your TV and the DIRECTV Receiver.

## Other Information

- 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.

## Limited 90-Day Warranty

DIRECTV warrants your DIRECTV Receiver (Model Number: D11) 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 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 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.

## Other Information

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.

## Other Information

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

SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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

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## Other Information

### 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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## 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 DIRECTV System, including:

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

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 DVRs [NAME TBD] with UltimateTV Service. This one low monthly fee covers every DIRECTV component and receiver on your account.

## Other Information

### Sign up for the DIRECTV PROTECTION PLAN Today

If you have standard DIRECTV 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® Receiver, DIRECTV HD Receiver, or 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](http://DIRECTV.com). (Note: Annual payment option no longer available.)

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#### Note

\*A fee of \$49 for standard IRD equipment, \$249 for DIRECTV DVR, DIRECTV DVR [NAME TBD] 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.

## Other Information

### FCC Customer Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

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

- ▶ Trade Name: DIRECTV
- ▶ Type of Equipment: DIRECTV Satellite Receiver
- ▶ Model Number: D11

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

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

The user may find the following booklet, prepared by the Federal Communications Commission, helpful: “How to Identify and Resolve Radio and TV Interference Problems.” This booklet is available from the U.S. Government Printing Office, Washington, DC. To meet FCC requirements, only peripherals (computer input/output devices, terminals, printers, etc.) certified to comply with Class B limits may be attached to this device. Operation with non-certified peripherals is likely to result in interference to radio and TV reception. To meet FCC requirements, shielded cables are required to connect the device to a personal computer, peripheral, or other Class B certified device.

## Other Information

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 Receiver causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If trouble is experienced with this unit, for repair or warranty information, please contact DIRECTV Customer Care at the address and phone number listed below. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved.

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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.