

# Quick reference guide



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Visit [directv.com/BusinessSupport](https://directv.com/BusinessSupport) for FAQs or call 1.866.347.1279 for DIRECTV FOR BUSINESS® streaming support.

# Device connections & reset

## Required

A DIRECTV® device is required for business streaming; mobile apps and other devices are not supported.

## Rear panel overview

The rear panel provides connections for your TV, internet and power. The reset button restores the device settings.



### Digital audio

You can connect the device to an external audio system using the digital audio output. This connection is optional, and the required cable is not included.

### Power connection

A green light indicates power supply is delivering proper voltage when power cord is connected to device and an outlet.

### Ethernet connection

For a wired connection, plug an Ethernet cable (not included) into the device and your router. If you prefer Wi-Fi, you can connect during setup in the system settings—an Ethernet cable is not required for wireless connections.

### HDMI connection

Connecting your device to your TV using an HDMI cable provides the best video quality for streaming. Ensure the cable is securely inserted into both the device's and the TV's HDMI ports.



### Reset button

To reset your device, press and hold the round Reset button for 3 seconds. Release the button to complete the reset process.

# Device status

The front panel underlighting indicates device and network status.

## Green light

- Power is on
- There is a good network connection



## Red light

- Power is on
- Network connection is weak
- A blinking red light indicates no network connection



## No light

- Standby
- Device is no longer streaming



# Internet details

## Requirements

- An internet connection and 8 Mbps per device are required for streaming on a DIRECTV device.
- For optimal performance, use a business internet connection without data usage caps.
- DIRECTV uses the public IP range assigned by your Internet Service Provider (ISP).
- All devices on the account must connect from the same business location and internet connection.
- Users can self-manage two location changes a year. See page 10 for information on business location settings.
- If your ISP's public IP address range changes more frequently, you may choose to obtain a static public IP address through your ISP. However, this is not a requirement for business streaming service.



## Public IP address

- A public IP address is an external IP assigned by your ISP that enables your device to send and receive data. We register your Public IP address as your business location; if we detect a new Public IP address from a different Public IP range, we interpret this as a location change.
- Causes of public IP address range changes:
  - Moving your business
  - Switching internet providers
  - Using an ISP that administers public IPs from multiple ranges for the same location

## Internet connections

- Ethernet (wired connection)
  - Device will automatically connect if you already connected an ethernet cable between the device and router.
- Wi-Fi (wireless connection)
  - Select from a list of available networks/SSID and enter your password.
  - Manual configuration allows you to establish static IP for internal addressing and proxy setup.


## Additional details

- A public static IP address from your ISP is optional.
- If you completed your initial setup with the ethernet connected but would like to change to Wi-Fi, disconnect the ethernet cable and the Network Setup screen will show the available network.

# Device info

## Information on your device

- View address details, signal strength and more.  
—Press and hold the dash (—) button on your DIRECTV remote to access device info.

**Device Info**

Private IP Address:	111.222.0000
Public IP Address:	111.000.1234
Serial Number:	ABC-12345678
Ethernet MAC Address:	02-00-00-00-00-00
Wi-Fi MAC Address:	02-00-00-00-00-00
Wi-Fi Signal Strength:	Very Good (-40 dBm)
Last Reported:	01-05-2026 8:00 AM
Business ZIP Code:	935551
Unified Client Version:	v1
Firmware Version:	12.10.00.R02.01.0
Battery Level:	80%

[Dismiss](#)

## Battery level

- The battery indicator shows when your DIRECTV remote's batteries are low (below 20%) and need replacing. Use two AA alkaline batteries.

# DIRECTV remote control

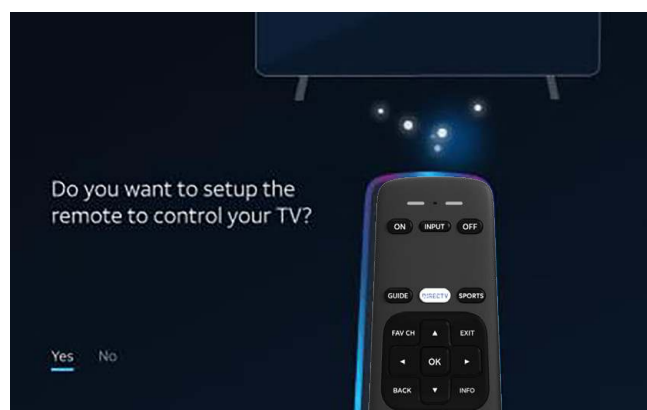
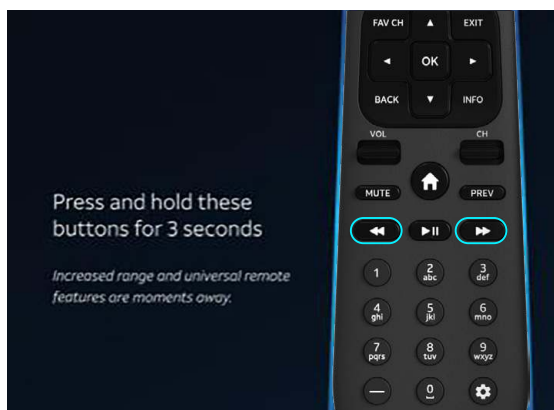


- Create a FAVORITES list: click on GUIDE and select the channel you want to add, then press OK and hold to save. Press FAV CH to access the list.
- View device information: press and hold DASH for device information, serial number, MAC ID and IP address.
- Open Sports Mode: press and hold OK to access all live sporting events and up-to-the-minute stats when viewing full screen video.

# Pairing & setup

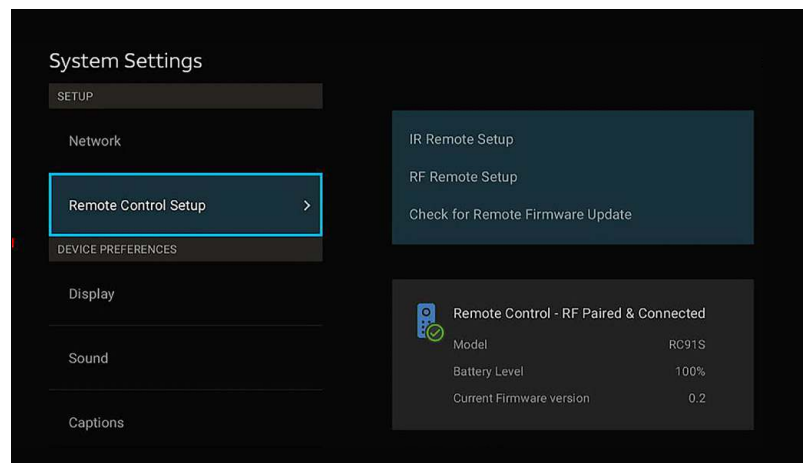
## Pairing your remote to your TV and device

- To pair the DIRECTV remote to the TV, press and hold the rewind and fast forward buttons at the same time for 3 seconds.
- When paired, you'll get an on-screen message that your remote is ready to set up.
- Select Yes to set the remote to control your TV.



## Setup

- Your remote works in two ways:
  - RF mode or no line-of-sight (default)
  - IR mode or line-of-sight
- Switch modes:
  - Select remote control setup and your setup option and follow the on-screen instructions to switch from default setup to IR remote setup.





# Preferences

## View or change your preference settings

- Press the settings button on your remote and press OK on preferences.
- Use the arrow up or down button to select a preference.



## Preference details

- Captioning—turn on to display text on screen (see page 9 for instructions).
- Content controls—allows you to restrict programming (see page 9 for details).
- Allow notifications—turn on notifications by checking the box next to your preferred selection.
- Show game scores—turn on this feature to display the game score on your TV screen. The game score may not be displayed if the programming is a restricted broadcast.
- Auto forwarding—if a game is blacked out from DIRECTV channels or sports subscriptions, turning on this feature will automatically search for it on a different network where available.<sup>^</sup>
- Business settings—allows you to update the IP address for your business location (see page 10 for details).
- Launch preference—the home menu screen will launch upon opening, allowing easy access to a variety of content. Change the preference to Live TV to launch the last live network in full screen.

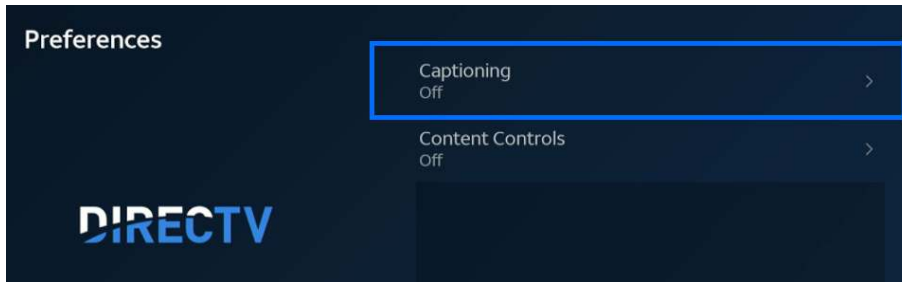
<sup>^</sup>Blackout restrictions and other conditions apply to all sports programming. Actual number of games varies by market due to blackout rules and other conditions. Network availability is based on your programming package.



# Captioning & content controls

## Captioning

Closed captioning displays on-screen text of a video's audio, including dialogue, speaker names and non-speech sounds like music or effects.



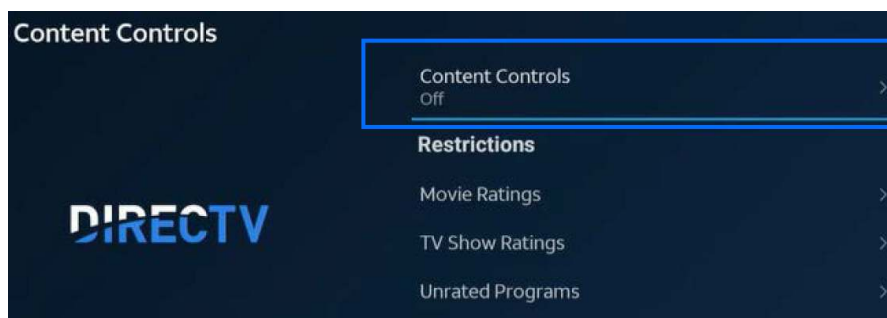
To turn on closed captioning:

- Go to settings and select preferences
- Press OK on captioning and arrow down to On
- Press OK, confirm checkmark changed to On and press Exit
- Repeat the above steps to set up closed captioning on each streaming device

## Content controls

This feature allows you to restrict television viewing by setting up a four-digit PIN (personal identification number) to control who can watch shows with specific ratings.

- Go into preferences and select content controls and choose on or off.
- Enter your PIN. The first time you enable content controls, you'll be prompted to create a PIN.
- Be sure to set up content controls on every device your business uses. These settings don't carry over from device to device.



# Business location

## Details

- Your device uses the public IP range issued by your ISP. It detects when the public IP address range changes. The public IP address can change as the result of a change in internet service provider or the move of a business's physical location, prompting an on-screen message.
- A message appears when you enter a location that matches the one we have on file for you. This indicates that no further action is required.

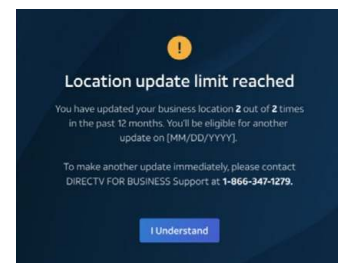
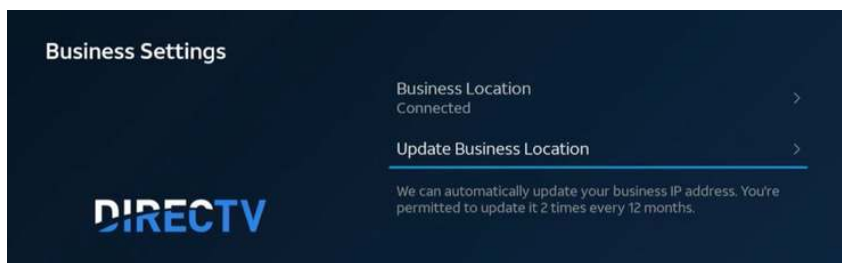


## Instructions to update your location

- Go to settings, select preferences, then business settings and update the business location.
- If you update the IP on one device, it will update on all streaming devices.
- If you discover one of your devices is missing from your location, please contact DIRECTV FOR BUSINESS to remove it from your account so the device cannot be set up elsewhere.
- The streaming device cannot be reactivated on the account after it's been removed.

## Change limitations

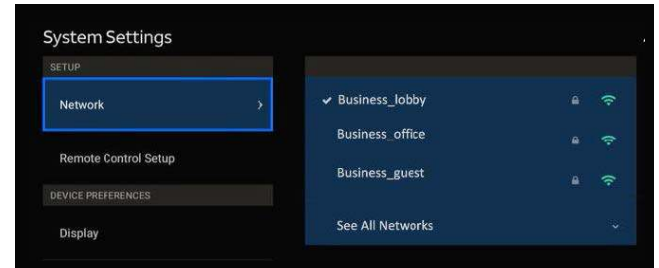
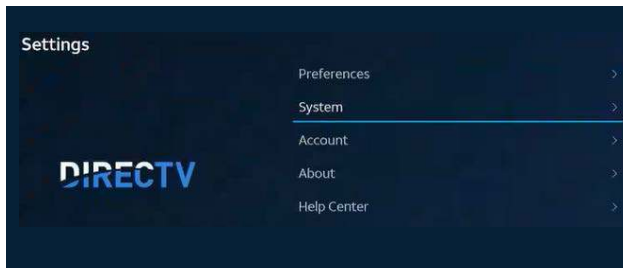
- You can self-manage changes to your device's public IP address range up to two times in a 12-month period. If you exceed the permissible amount, a message will appear on the TV to contact DIRECTV FOR BUSINESS support for assistance.
- DIRECTV FOR BUSINESS service cannot be shared at different business locations; each requires a separate account.



# System settings

## Network

- Go to settings, select system and then select network.
- A check mark shows your current selection.
- To change settings, select Network, press OK, and scroll to choose.



## Time settings

The time zone is automatically detected and set based on your service location's ZIP code. If the time zone is incorrect during your initial setup, change it using your remote control.

## Change time settings

- Select settings, then select system and arrow up to time zone.
- Use the arrow up or down button to select the correct time zone.
- Press OK to choose and then arrow down.
- Select OK when done.

