

TIPS & *TRICKS*

TO MAKE THE MOST OF YOUR DIRECTV® SERVICE







4 *GENERAL*

- 4 > RECORD IMPORTANT INFORMATION
- > ACCESSIBILITY SUPPORT
- 5 > DIRECTV APP

6 *DIRECTV*

- 6 > KNOW YOUR ON-SCREEN GUIDE
- 7 > BASICS
- 10 > DVR PLAYLIST ESSENTIALS
- 11 > GENIE® HD DVR
- 12 > CONNECTED HD DVR FEATURES
- 14 > SPORTS FEATURES
- 15 > EXCLUSIVE PROGRAMMING

16 *TROUBLESHOOTING*

- 16 > NO INTERNET CONNECTION DETECTED
- > FROZEN/PIXELATED SCREEN
- > NO SIGNAL/SNOWY SCREEN
- 17 > UNIVERSAL REMOTE
- 18 > GENIE® REMOTE



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

SWiM Power Inserter Room Location



ACCESSIBILITY SUPPORT

Alternate formats of this guide are available in large print or Braille. Call 800.531.5000 and request your Tips & Tricks User Guide (inventory code 1021TIPSKITBK DIRECTVTIPSKITS) in an alternate format.

TELEPHONE EQUIPMENT FOR VISION AND/OR HEARING IMPAIRED

> Phone **800.426.3738** > TTY **800.651.5111**

REPAIR CENTER

> Phone **800.246.8464** > TTY **800.651.5111**

Compatibility feature: compatible with any TTY/TDD devices with standard phone lines.

DIRECTV

THE BEST 4K ENTERTAINMENT
EXPERIENCE AVAILABLE



THE MOST LIVE SPORTS IN 4K HDR⁴
INCLUDING THE MOST NBA GAMES IN 4K.
The industry's best picture format. 4X the resolution of HD, richer colors and lifelike clarity.

Limited programming available. 4K equipment, minimum programming, 4K account authorization and professional installation required. Other conditions apply. Requires CHOICE Package or above. Regional sports networks may vary & not available in select areas.

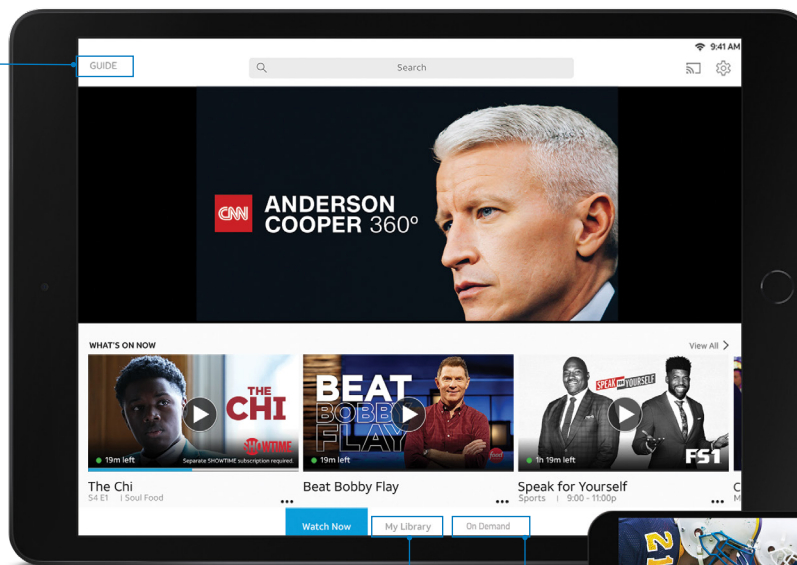


The same DIRECTV that you watch at home, including your live and video on-demand shows, is with you anywhere—no additional equipment needed, at no extra cost.¹

Available only in the U.S. (excl Puerto Rico and U.S.V.I.). Req's compatible device. Live streaming channels based on your TV pkg & location. Not all channels available to stream out of home. Limits: Mature, music, pay-per-view and some On Demand content is not available. 5 live or On Demand shows on 5 devices at once. 3 purchased or 2 rentals shows at once. All functions and programming subject to change at any time.

Get started:

- > Download the **DIRECTV App** through your device's app store.
- > Sign in using your **directv.com User ID** and password. (Don't have a login account? No worries. Just create one at directv.com/myaccount.)



LIVE TV STREAMING

Watch your live channels, anywhere, on your mobile devices.

Content/channels/functionality varies.

RECORDED SHOWS

- > To see your DVR recordings, make sure your device is on the same Wi-Fi network as your receiver.
- > Launch the DIRECTV App.
- > Tap on My Library.
- > Recordings will be listed in the DVR Recordings tab.
- > Where available, you will be able to stream the Video On Demand version of your recording, indicated by a Play icon.

MOVIES, TV SHOWS AND NETWORKS

Browse, watch or record shows, series or movies.²

Availability of channels varies based on programming package subscription.

TV WINDOW

Watch your program while using the guide.

TIMELINE

To see what's on later, navigate forward with the **RIGHT ARROW**. Use the **LEFT ARROW** to go back.

ON DEMAND

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

Genie® must be connected to the Internet.

CHANNELS

Highlight the channel abbreviation to get the channel description.

RESTART

The **RESTART ARROW** next to a show means you can restart the show from the beginning. Select the show, then press **REWIND** to watch from the beginning.

Genie® must be connected to the Internet. Restart not available on all programs. Go to directv.com/restart for a list of programs.



HIGHLIGHT BAR

Use the **ARROW** buttons to highlight a program and view its description. To tune to a highlighted program, press **SELECT**. Press the **RECORD** button on your remote once, to record an episode.

ADVANCE TIMELINE

Press **FAST FORWARD** to advance 12 hours. Press **REWIND** to go back 12 hours.

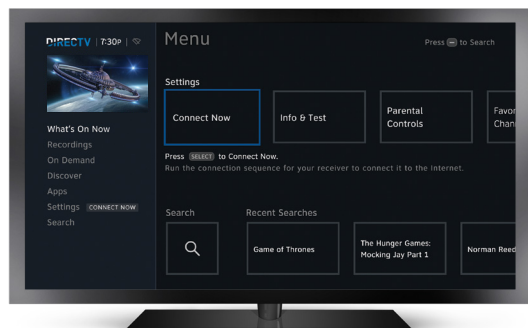
SEARCH & GUIDE OPTIONS

Press **DASH** to search. Press **0** to sort programming by category, move to a specific date and time, change your **FAVORITES LIST** and see On Demand titles.



CONNECTING GENIE® TO THE INTERNET 📶

Access our entire catalog of On Demand titles, and features like iHeartRadio, TV apps and more.



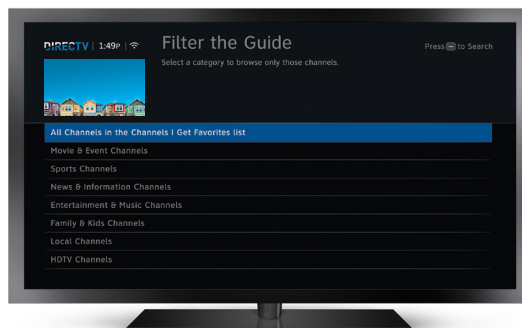
- Select **MENU**, then scroll down to **SETTINGS**.
- Select **CONNECT NOW** or **RE-CONNECT NOW**.
- Follow the on-screen prompts.

OR

- Select a feature, like iHeartRadio; you will be prompted to connect to the Internet if needed.

CUSTOMIZE YOUR GUIDE

Get to your favorite channel right away or discover something new.



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

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.



- Press **ENTER** on your remote.
- Scroll through the guide one line at a time.
- Press **EXIT** to close the guide.

QUICKTUNE

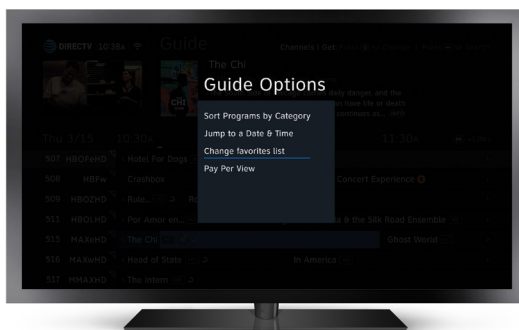
Instantly access nine of your most-watched channels so you can tune to them right away.



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

FAVORITE CHANNELS

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



- Press **GUIDE**.
- Press **0** key on the remote.
- Press **DOWN** to highlight **CHANGE FAVORITES LIST** and press **SELECT**.
- Choose a **FAVORITES LIST** or set it up by following the on-screen instructions.

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 viewing times, plus set spending limits for **PAY PER VIEW** titles.

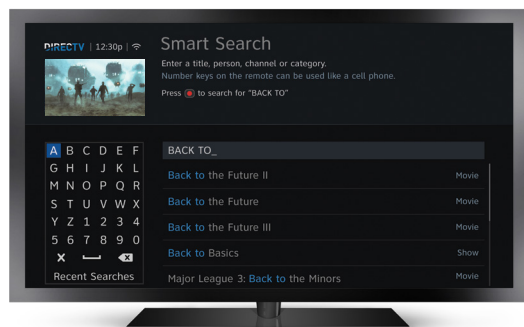


- Press **MENU** on your remote.
- Scroll down to **SETTINGS**, then right to **PARENTAL CONTROLS**.
- Choose from options on the left to set up your controls.

SMART SEARCH

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

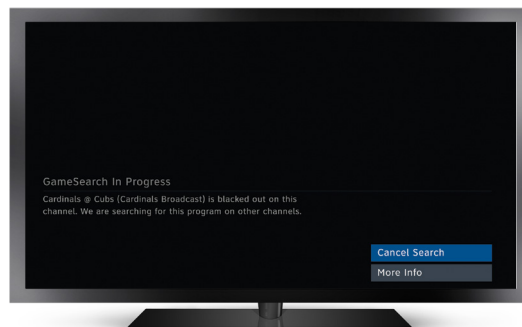
Available on all HD DVR and DVR Receivers (model R22 or later).



- > Press the **DASH** button on your remote.
- > 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 and the desired channel.
- > Follow the on-screen prompts and press **SELECT** to **GO TO NEW CHANNEL**, if the option is available.

DOUBLEPLAY™

Don't miss a minute of your favorite shows. Quickly toggle between any two games or shows that you are simultaneously recording.

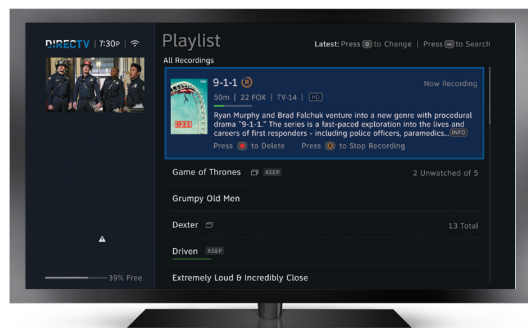
Available with DVR Receivers (model R22 or later) or an HD DVR (model HR20 or later). Professional and collegiate sports subscriptions sold separately.



- > While watching one program, press the **DOWN ARROW** on your remote.
- > Press the **DOWN ARROW** again to select a show on a different channel.
- > Use the **DOWN ARROW** to flip between the two.

RECORD SHOWS

Press **RECORD** once to record an individual episode, or press twice to record all episodes on any channel.

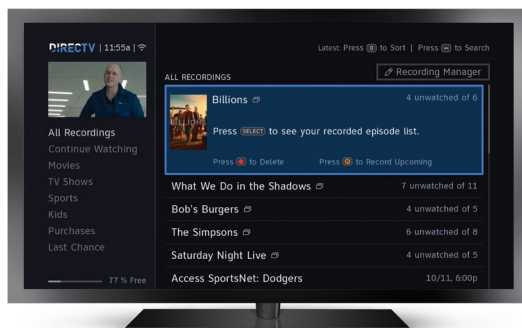


9-1-1 on FOX

MANAGE YOUR RECORDINGS

Easily manage your recordings in your playlist, from one location.

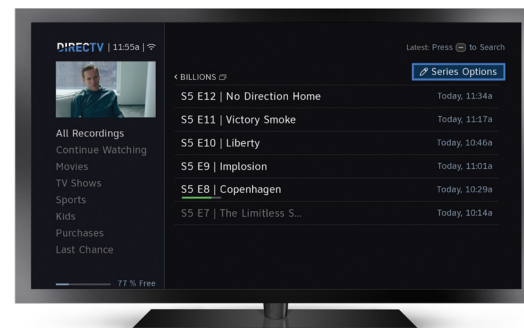
Available on all HD DVR and DVR Receivers.



Billions® on SHOWTIME
SHOWTIME® subscription required.

SERIES OPTIONS

Easily manage your Series Recordings in your playlist, from one location.



Billions® on SHOWTIME
SHOWTIME® subscription required.

- Press **LIST** on your remote to access your **PLAYLIST** of recorded shows.
- Scroll to your desired recording and press **SELECT**.
- You can pause, rewind and fast forward programs that you recorded from the guide.

- Press **LIST** on your remote.
- Arrow up to **RECORDING MANAGER**
- Once in Recording Manager, go to Upcoming Recordings, Series Manager, Recording History or other available options.

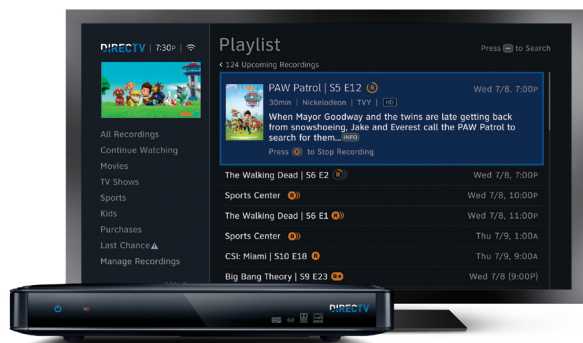
- Press **LIST** on your remote.
- Arrow up to **SERIES OPTIONS**
- Once in Series Options, you can change various recording settings, stop recordings or delete the series.

➔ 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.



PAW Patrol on nickelodeon

- > Press the **LIST** button to pull up your **PLAYLIST**.
- > Arrow up to select **MANAGE RECORDINGS**
- > Press **CHANNEL DOWN** twice to scroll to the bottom and select **PLAYLIST SHARE SETTINGS**.
- > In the **SHOW RECORDINGS FROM** menu, select **ALL LOCATIONS** to view recordings from all TVs or **THIS LOCATION** 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.



The Walking Dead on AMC

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

DVR PLAYBACK

Our library has 70,000+ On Demand shows and movies, allowing you to binge all your favorites.

Requires subscription to top-tier PREMIER programming. Other packages will have fewer shows and movies.



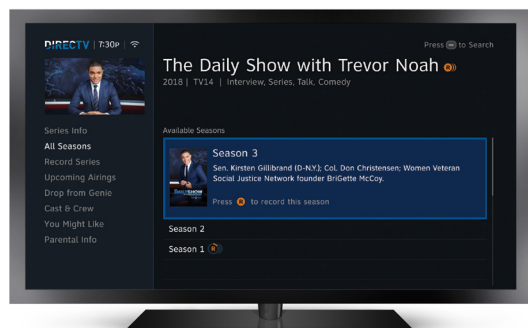
The Heat on TNT

- > 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.

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.



The Daily Show with Trevor Noah on Comcast

- Press **INFO** on any episode.
- Press **UP** to go to **ALL SEASONS**.
- Press **SELECT** to see a list of all the seasons available to record or watch.
- Select the season you want to record.
- Press the **RECORD** button on your remote to record that season.

DIRECTV ON DEMAND²

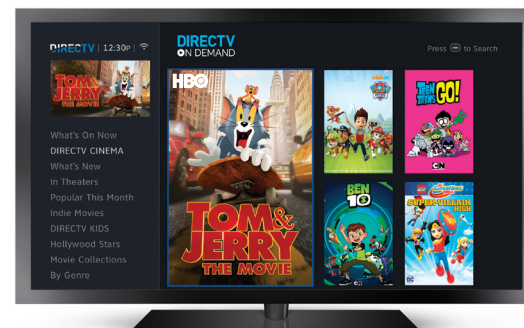
Choose from thousands of shows and movies available On Demand anytime, with most shows available at no additional cost.



- There are multiple ways to access On Demand.
- Enter a "1" in front of the channel number. For example, NBC On Demand is on **Ch. 1004**.
 - In the guide, highlight the **PLUS** sign next to the channel name and then press **SELECT** to access.
 - Go to **Ch. 1000** to browse a huge selection of shows and movies by network or category.

KIDS' CONTENT ON DEMAND²

Get instant access to entertainment that kids and parents can enjoy together.



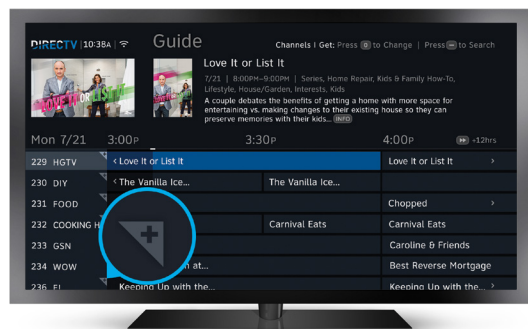
Watch Tom & Jerry The Movie on **HBO MAX**
HBO Max™ subscription required.

- Go to **Ch. 1111**.
- Select from a variety of themed options from the On Demand menu on the left.
- Choose from hundreds of popular shows and movies that are safe for viewing by the whole family.


72 HOUR REWIND³

Now you can watch select shows you forgot to DVR in the last 72 hours.

Features available on select channels/programs. Internet-connected HD DVR (model HR20 or later) required. Features compatible with Genie® Minis. For Restart to work, show must be airing for at least 2 minutes. Visit directv.com for details.



Love It or List It on HGTV

- In the guide, highlight the  **PLUS** sign next to the channel name to access.
- Navigate to **MISSED IT? WATCH NOW!** and press **SELECT**.
- All On Demand content from the last 7 days will appear in chronological order.


RESTART³

Tuned in late? Restart select shows already in progress so you can watch from the very beginning.

Features available on select channels/programs. Internet-connected HD DVR (model HR20 or later) required. For Restart to work, show must be airing for at least 2 minutes. Visit directv.com for details.



NBC Nightly News with Lester Holt on NBC

- Look for the  **RESTART ARROW** in the Channel Guide.
- Press **SELECT** on the remote to tune to the show in progress.
- Press the **REWIND** button, and the show will start over.

INSTANT PURCHASE OVER REMOTE (IPOR)

Purchase premium entertainment like, HBO Max,[™] SHOWTIME[®], STARZ[®], Cinemax[®] and more, all from the comfort of your remote!



- Tune to the unsubscribed channel.
- Use the arrow keys on your remote to navigate among the titles to learn more about the featured programs, OR
- Press **SELECT** on the remote to View Price.
- Press **SELECT** to Subscribe.
- Press **SELECT** to Confirm.
- Begin watching your newly purchased content!



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

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 the games.³



➤ Tune to **Ch. 1205**.

OR

➤ Press **MENU** on your remote.

➤ Scroll to **DISCOVER** and use the **RIGHT ARROW** key to scroll to **SPORTS**.

➤ Select **SPORTS**.

SCOREGUIDE™

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



➤ For Internet-connected HD DVRs, press the **RIGHT ARROW** button on your remote to access **SCOREGUIDE** from most sports channels.

➤ For all other receivers, press the **RED** button while watching any sports channel.

GAME MIX CHANNEL⁴

Watch up to eight different sporting events, highlights and analysis from popular sports networks at the same time!

Only available in HD.

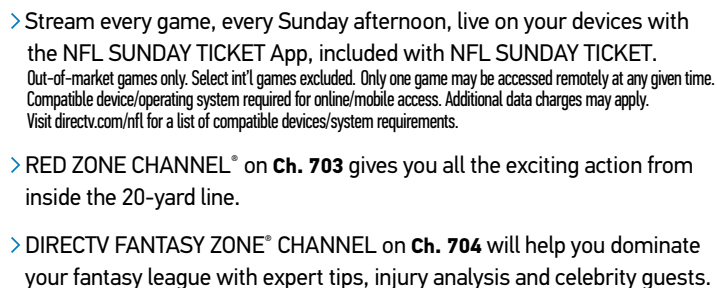


➤ Tune to **Ch. 205 SPORTSMIX**.

➤ Use the **ARROW** buttons to highlight a channel and to hear audio for that channel. Press **SELECT** to tune directly to that specific channel.

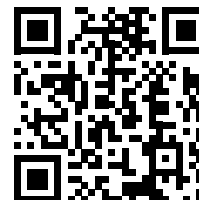
In addition to enjoying every out-of-market game, every Sunday, you get the exclusive DIRECTV FANTASY ZONE® CHANNEL and RED ZONE CHANNEL.*

DIRECTV FANTASY ZONE® CHANNEL and RED ZONE CHANNEL® are only available in HD. Out-of-market games only. Select int'l games excluded.



For the latest local, national or international channel lineups for your family, go to: directv.com/channel-lineup

Or **SCAN** the QR Code for the latest DIRECTV Channel Guide!



2-69	Local Channels
100s	4K, Cinema and PPV
200s	Sports, Education & Entertainment
300s	Culture and News
400s	Spanish-Language Programming
500s	Premium Channels
600s	Regional Sports Networks
700s	Sports Subscriptions and Interactive Experiences
800s	Music Channels
1000s	DIRECTV On Demand
1200s	International Programming

TECHNICAL ISSUES

Go to support.directv.com to check your error code or search for your issue.



NO INTERNET CONNECTION DETECTED ON YOUR DIRECTV® RECEIVER

Additional possible causes

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

Quick solutions

If you are experiencing problems with receiver 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.

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

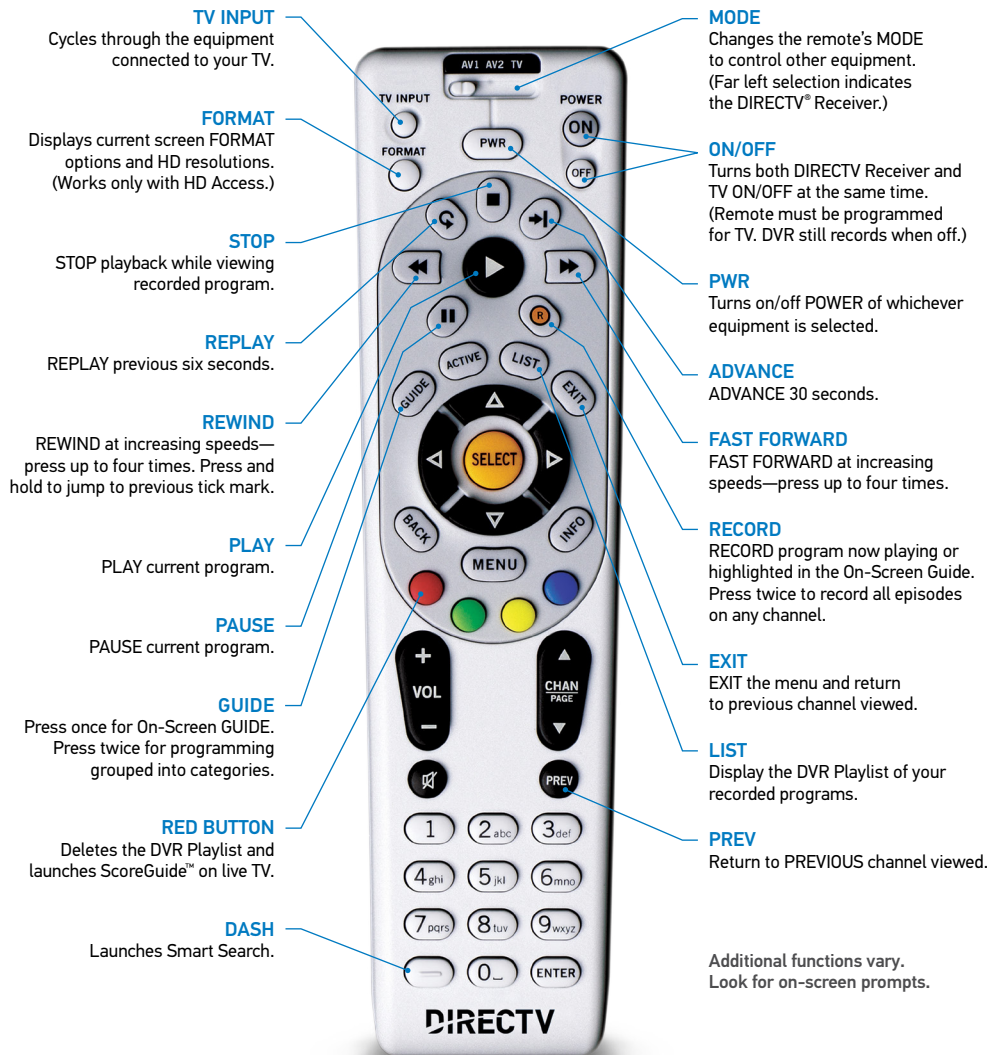
1. Verify both TV and receiver are on.
2. On your DIRECTV® remote, press **TV INPUT**, OR on your TV remote, press the **INPUT** or **SOURCE** button. On the RC71 Remote, press and hold **ENTER** for 3 seconds.
 - Cycle through inputs slowly until picture returns.
3. Check that all video cables between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



Get quick solutions for resolving service queries on your own.

UNIVERSAL REMOTE

17



PROGRAM YOUR UNIVERSAL REMOTE

Your new DIRECTV® Universal Remote can control your entire entertainment system—TVs, DVD players, VCRs and stereo systems.

FOR SD RECEIVERS

- > Press **MENU**.
- > Select **PARENTAL, FAV'S & SET UP SYSTEM, SET UP REMOTE**.
- > Press **REMOTE** or **REMOTE CONTROL**.
- > Select **PROGRAM REMOTE**.
- > Follow the on-screen prompts.

FOR HD RECEIVERS

- > Press **MENU**.
- > Scroll down to **SETTINGS**.
- > Scroll right to **REMOTE CONTROL**.
- > Select **PROGRAM REMOTE**.
- > Follow the on-screen prompts.



PROGRAM YOUR GENIE REMOTE

For use with Genie HD DVR (model HR44 or above), Genie Mini (model C41 or above, C41W or above, C61K or above), Genie Lite (model H44) and DIRECTV Ready TV.

- > On the remote, press **MENU**.
- > Select **SETTINGS**, then **REMOTE CONTROL**.
- > Select **IR/RF SETUP**.
- > Press **SELECT** to highlight remote type.
- > Press the **DOWN ARROW** to highlight **RF**.
- > Press **SELECT**.
- > Select **CONTINUE**.
- > Once RF setup is complete, select **PROGRAM REMOTE** to program the remote to the TV.
- > Complete by following on-screen prompts.

For instructions on how to program your remote to a DIRECTV Ready TV, visit directv.com/dtvready.

If you have a Universal Remote, visit directv.com/remoteguide for an interactive guide and downloadable PDF.

¹**DIRECTV App: Available only in the U.S. (excl Puerto Rico and U.S.V.I.).** Req's compatible device. Live streaming channels based on your TV pkg & location. Not all channels available to stream out of home. Limits: Mature, music, pay-per-view and some On Demand content is not available. ⁵live or On Demand shows on 5 devices at once. 3 purchased or 2 rentals shows at once. All functions and programming subject to change at any time. ²Access to available DIRECTV On Demand programming based on package selection. Actual number of shows and movies will vary. Additional fees apply for new releases and certain library titles. Compatible equipment and broadband Internet service with speeds of 750Kbps or higher required. Downloading On Demand content may count against your data plan allowance. Visit directv.com/movies for details. ³Features available on select channels/programs. Internet-connected HD DVR (model HR20 or later) required. Features compatible with Genie[®] Minis. For Restart to work, show must be airing for at least 2 minutes. Visit directv.com for details. ⁴For full Mix Channel and interactive functionality, HD equipment model H/HR 21 or later is required. NFL, the NFL Shield design and the NFL SUNDAY TICKET name and logo are registered trademarks of the NFL and its affiliates. NFL team names and uniform designs are registered trademarks of the teams indicated. ⁵Only one game may be accessed remotely at any given time. Compatible device/operating system required for online/mobile access. Additional data charges may apply. Visit directv.com/nfl for a list of compatible devices/system requirements. **⁴4K HDR: Limited 4K HDR programming available.** CHOICE Pkg or higher required for most 4K HDR live sports. 4K HDR compatible equipment, minimum programming, 4K account authorization and professional installation required. If 4K TV does not support HDR, content will be viewable in standard 4K. Other conditions apply. **All offers, programming, promotions, pricing, terms, restrictions & conditions subject to change & may be modified, discontinued, or terminated at any time without notice.** Separate SHOWTIME subscription required. SHOWTIME and related marks are trademarks of Showtime Networks Inc., a Paramount Company. Individual programs, devices and marks are the property of their respective owners. All Rights Reserved. The Walking Dead: ©2022 AMC Network Entertainment LLC. All Rights Reserved. ©2022 Turner Broadcasting System, Inc. A WarnerMedia Company. All Rights Reserved. PAW Patrol, and The Daily Show with Trevor Noah: ©2022 Viacom Media Networks. All Rights Reserved. 9-1-1 and The Masked Singer: ©2022 Fox Broadcasting Company. All Rights Reserved. AC360: [®] & © 2022 Cable News Network. A Time Warner Company. All Rights Reserved. HBO Max is used under license. Cinemax[®] and related channels and service marks are the property of Home Box Office, Inc. Tomb Raider: ©2022 Warner Bros. Entertainment Inc. All Rights Reserved. Love It or List It: ©2022 Scripps Networks Interactive. All Rights Reserved. NBC Nightly News with Lester Holt: ©2022 NBCUniversal Media, LLC. All Rights Reserved. ©2022 DIRECTV. DIRECTV and all other DIRECTV marks are trademarks of DIRECTV, LLC. All other marks are the property of their respective owners.

The background is a dark blue gradient with several large, glowing, curved lines that sweep across the frame, creating a sense of motion and depth. The lines are a lighter shade of blue, almost white at their edges, and they curve around the central text.

DIRECTV