

user guide for bars and restaurants

tips& tricks



DIRECTV FOR BUSINESS

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Understanding Your Bill

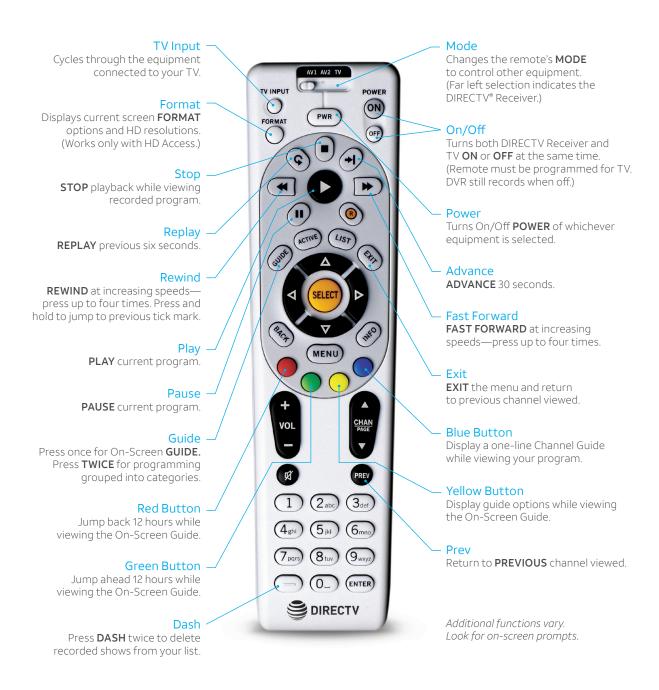
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Program Your Universal Remote:

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

For HD Receivers:

> Press the **MENU** button

> Select SETTINGS & HELP
SETTINGS
REMOTE CONTROL

Remote App:

Use the DIRECTV for BUSINESS[™] Remote App to control all of your receivers from just one tablet!

See page 17 for details.

Channels

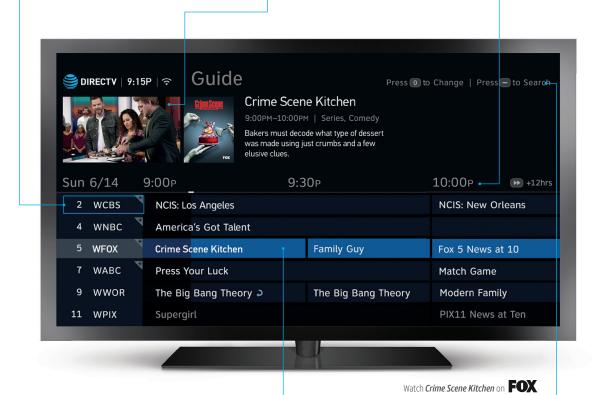
Highlight the channel abbreviation to get the channel description.

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.



Highlight Bar

Use the **ARROW** buttons to highlight a program and view its description. To tune to a highlighted program, press **SELECT.**

Search & Guide Options

Press **DASH** or **YELLOW** button to sort programming by category, move to a specific date and time, change your Favorites list and see Pay Per View titles.



Never miss the beginning of a favorite show again. Automatically tune to the right channel at the right time. Select your program from the Guide, then select **AUTOTUNE**.

Available on H25 HD Receivers.

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Effective June 2021

COMMERCIAL XTRA™ PACK

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Effective June 2021

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Discovery Familia	IMPACT ¹	TBS SAP ID 247	
Discovery Family Channel SAP 1294 Disney Channel (Este) SAP 1290	INSP	TBS West	PLUS Local Channels where available.3
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🖽 To access DIRECTV HD programming, DIRECTV HD equipment and HD television required. 🕮 Secondary Audio Programming

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Requires HD equipment. 'Requires a DIRECTY Multi-Satellite System. 'Eligibility for local channels based on service address. Visit directv.com/locals and directv.com to see what is available in your area. To find out if HD locals are available in your area, visit directv.com/hdlocals. 'YES Network available in Regional Sports packages with locals in CT, NY and parts of NJ and PA, depending on ZIP code. Some programming from YES Network available in SPORTS PACK premium package in the remaining DIRECTV service areas.

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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.

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NFL SUNDAY TICKET Features

NFL SUNDAY TICKET subscription required.

Watch up to four NFL games on a single screen or catch even more of the action with the 8-Game Mix Channel, all in HD.¹

- > Tune to Ch. 701 for 4-Game Mix or Ch. 702 for 8-Game Mix.
- > Tune to **Ch. 703** for the RED ZONE CHANNEL® and never miss a scoring play inside the 20.
- > Tune to **Ch. 704** for the FANTASY ZONE® CHANNEL to get real-time stats and player scoring from around the league.
- > Use the **ARROW** buttons to highlight a game and hear its audio. Press **SELECT** to tune directly to any game.

The NFL SUNDAY TICKET Interactive App on your TV provides real-time scores and stats, team standings and much more.

> Press the **RED** button to launch the app while you're watching any NFL SUNDAY TICKET game (Chs. 705–719).







If you tune to a channel with a blacked-out game, **DIRECTV GameSearch™** automatically prompts your receiver to attempt to locate the game on another channel.

Available on H75 HD Receivers

The Ultimate Video & Sound Experiences VIDEO (cont.)



High Definition²

Format your TV for HD resolution. Press the **FORMAT** button on your remote for the current display resolution. To change the setting:

- > Press **MENU** on your remote.
- > Select **SETTINGS & HELP.**
- > Click on **SETTINGS** icon.
- > Select **DISPLAY**.







































Number of HD channels varies with package selected.



To upgrade to HD, call **1.888.388.4249**.

Music Choice® Channels

Music that matches your business needs.

- > Over 80 commercial-free channels
- > Crystal-clear sound with no interruptions
- > Wide array of genres and formats
- > No additional licensing fee to play music throughout your establishment
- > Starts on Ch. 801

Don't have Music Choice®? Call 1.888.388.4249 to upgrade.



Get more customers through your doors and keep them coming back with our exclusive sports packages like NFL SUNDAY TICKET.



NFL SUNDAY TICKET

The only way to see every out-of-market game, live, every Sunday. And all in HD. Out-of-market games only.

To add NFL SUNDAY TICKET to your DIRECTV package, call 1.888.388.4249.







GRAND SLAM GOLF AND GRAND SLAM TENNIS

Extended coverage you can't get anywhere else of select Grand Slam events, including Grand Slam tennis championships.





DIRECTV brings you the most live sports in 4K HDR, with lifelike clarity, richer colors and virtually four times the resolution of HD.

Limited programming available. To watch in 4K HDR, 4K HDR-compatible equipment, subscription to BUSINESS SELECT PACK, COMMERCIAL ENTERTAINMENT PACK, COMMERCIAL XTRA PACK, COMMERCIAL CHOICE, COMMERCIAL CHOICE PLUS, COMERCIAL ÓPTIMO MÁS PACK or COMERCIAL MÁS ULTRÁ PACK, 4K account authorization and professional installation required. If 4K TV does not support HDR, content will be viewable in standard 4K. Other conditions apply.

Your business has the winning play by giving fans the sports they want to watch. To add any or all of these great sports packages to your DIRECTV® service, call **1.888.388.4249**.



MLB EXTRA INNINGS®

From Opening Day through the pennant race, fans can watch their home teams, no matter where home is, with up to 90 out-of-market games a week, 98% of them in HD.



NBA League Pass

Follow teams from coast to coast with up to 40 out-of-market games per week, most of them in HD.



NHL® CENTER ICE®

The most hockey on TV—all the matchups fans want, with up to 40 out-of-market games a week, most of them in HD.



ESPN College Extra

Catch the most live college events featuring matchups from top conferences, including football, basketball, baseball and more. All in HD.

Games telecast locally may be included in ESPN College Extra. To access DIRECTV HD programming, HD equipment is required.



FOX Soccer Plus

FOX Soccer Plus is a premium television network dedicated to delivering the world's best soccer and other international sports to hardcore fans.

Sports subscriptions sold separately. Actual number of games varies by market. Blackout rules and other conditions apply to all sports programming.



Thanks for choosing DIRECTV. You're now enrolled in DIRECTV's exclusive MVP Marketing Program, which provides you with free marketing tools and support.

Go to <u>directvmvp.com</u> and bring more business to your business.

Brand your business as the destination for sports programming with free customizable marketing materials and on-premise advertising. Includes banners, posters and more! With your new account, you will receive 225 credits to use toward valuable merchandise. Add more credits by adding premium sports packages!

- 1. Sign in with your DIRECTV account number or email address on file.
- Enter default password: directv
 You will be prompted to change your password after initial login.



iPhone® or Android™ mobile apps allow sports fans to search their current location for sports bars featuring a particular sporting event or premium sports packages! Patrons can also see your Yelp star rating, customer reviews, photos and more. You can update your business profile by going to <u>directvmvp.com</u>.

Free weekly sports schedules

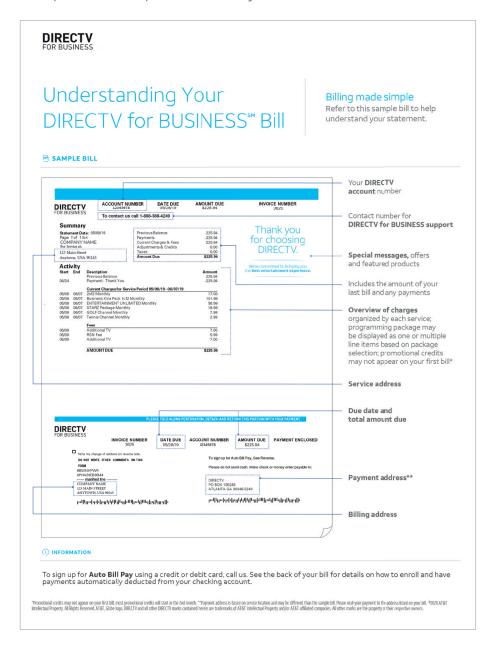
Get the ultimate sports guide via email, which highlights the time, date and channel of upcoming matchups and sports programming on DIRECTV. Schedules are available on <u>directvmvp.com</u> or by signing up to receive the emails.





Billing made simple

Refer to this sample bill to help understand your statement.



Save money on your bill

When a business you refer activates a new DIRECTV account, you both receive \$100 in bill credits. **Refer up to 10 businesses for \$1,000.**4

- > Tell fellow business owners to call 1.855.536.5272.
- > Businesses must provide your account number when ordering.
- > When the business you refer activates DIRECTV® service, you each get \$100 in bill credits.

Make life simpler with Auto Bill Pay—the ultimate timesaver



Convenience

Your bill is paid automatically, securely and on time.



Comfort

Save time and never worry about finding the bill or forgetting to pay.



Control

Set up automatic payment. Avoid late payment and service restoral fees.

Setup is QUICK, EASY AND FREE

How do I sign up for Auto Bill Pay with my credit or debit card?

Call 888.388.4249 to enroll today. Your DIRECTV for BUSINESS™ bill will be automatically deducted from your credit or debit card every month.

How do I sign up for Auto Bill Pay with my checking account?

- > See the back of your DIRECTV for BUSINESS bill statement for details.
- > Sign and complete the bill statement form, with an enclosed check, to have your DIRECTV for BUSINESS bill automatically deducted from your checking account.
- > Processing takes up to 6 weeks.

How do I know if I'm enrolled in Auto Bill Pay and my bill is paid?

You will see a \$0 balance with "No Payment Due" and confirmation of Auto Bill Pay enrollment at the bottom of your bill statement.

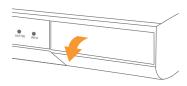
(?) Additional questions regarding enrollment or your account?

Please call **888.388.4249** or email us at CommercialCustSat@att.com for assistance.

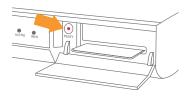


troubleshooting

Try this first!



An easy solution for most problems:
RESET YOUR RECEIVER.



> Press the red **RESET** button next to the card slot on the front or side of the receiver.

Technical issues

Frozen/Pixelated Screen

Possible Causes

· 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. You may have a SWiM Power Inserter (pictured on page 16) attached to the DIRECTV cable coming from your dish. Unplug inserter from electrical outlet and wait for 15 seconds, then plug inserter back in.

Note: Do not plug SWiM Power Inserter into a power outlet that can be turned off. Avoid plugging into a power strip.





No Signal/Snowy Screen

Possible Causes

• TV is on the wrong input, channel or audio/visual connection.

QUICK SOLUTIONS

- 1. Verify that both TV and receiver are on.
- On your DIRECTV® Remote, press TV INPUT or ENTER, 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.
 - > If you see a snowy/static screen, press **03** or **04** on your TV remote.
- 3. Check that all video cables between receiver and TV are securely plugged into matching ports.

Still no picture?

- Once your remote has been programmed to your TV, slide the MODE switch to the DIRECTV position. Press POWER.
- 2. Press the **TV INPUT** button to cycle through each input option until the picture returns.
- 3. Slide the **MODE** switch to **TV** and make sure your TV is tuned to **Ch**. 3 or **4**.
- **4.** Slide **MODE** back to DIRECTV and press **POWER** on your remote.

Screen Displays "Searching for Satellite"

Possible Causes

• Heavy rain or snow. (If there is heavy rain or snow, the signal will return in a few minutes.)

QUICK SOLUTIONS

- 1. Check if something is obstructing your satellite dish (e.g., new tree growth or accumulated snow).
- 2. Reset your receiver.

Still searching?

- 1. Disconnect and reconnect **SATELLITE IN** cable (tighten by hand, do not overtighten).
- 2. Ensure that the cable is not crimped or jammed in a window or doorframe.
 - > Press **MENU** on your remote.
 - > Select **SETTINGS & HELP**.
 - > Click on **SETTINGS** icon.
 - > Select **SATELLITE**, then **VIEW SIGNAL STRENGTH**.

Follow the instructions. If the signal strength is lower than 70% when the weather is clear, call for service.

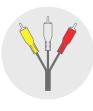
Your DIRECTV® System may include the following components:



Wireless CCK



Wired CCK



A/V - RCA (Video 1, 2, 3)



HDMI (HDMI 1, 2, 3)



High Definition (Component Cables)



SWiM Power Inserter

Control all of your DIRECTV® Receivers from just one tablet (iPad® or Android™) with the DIRECTV for BUSINESS™ Remote App!

- Quickly identify receivers with custom names.
- See what's playing on all your TVs from one screen.
- Channel surf using the DIRECTV programming guide.
- · View all current and upcoming sports schedules.
- Group receivers to change the channel on multiple TVs at once.



DIRECTV for BUSINESS[™] Remote App Setup

Setting up the app on your tablet is quick and easy. Just follow the steps below:

- 1. Register your DIRECTV account at <u>directv.com/register</u>:
 - > In the **ENTER YOUR LAST NAME** field, enter your business name exactly as it appears on your DIRECTV account.
 - > The email address and password you provided will be used to activate your DIRECTV for BUSINESS Remote App.
- 2. Download the app from the App Store or Google Play:
 - > From your device, go to the APP STORE or GOOGLE PLAY.
 - > Search for "DIRECTV FOR BUSINESS."
 - > Download the **DIRECTV FOR BUSINESS REMOTE APP**.
- 3. Sign in and set up your DIRECTV FOR BUSINESS REMOTE APP:
 - > LAUNCH the DIRECTV FOR BUSINESS REMOTE APP.
 - > Provide the email address and password you registered on **directv.com/register** and click **SIGN IN**.

Troubleshooting

Check to see if your DIRECTV Receivers are networked:

- > Press the **DASH** button on the remote.
- > The screen should say, SWIM CONNECTED and INTERNET: CONNECTED.
- > If it is not "SWiM Connected" or "Internet: Connected," CALL DIRECTV at 1.888.388.4249 or visit your local dealer.

Check to see if DIRECTV Receivers are enabled for the DIRECTV for Business Remote App:

- > Press and hold the **INFO** button on the remote until the System Info & Test screen appears.
- > Select WHOLE-HOME.
- > Select EXTERNAL DEVICE.
- > Change all options to ALLOW.
- > Options could include EXTERNAL ACCESS or CURRENT PROGRAM.

(i) FAQs

What tablets are compatible?

Visit directv.com/apps for operating system details on compatible iOS and Android tablets only.

Is a version available for other devices (iPhones, Android phones and Amazon devices)?

Currently, the app is only available for compatible iOS and Android tablets.

Are there any other requirements?

DIRECTV HD service. Compatible DIRECTV HD Receivers that are broadband-connected.

Why do I need to be connected to the Internet with a wireless router?

The DIRECTV for BUSINESS Remote App leverages the Internet to send and receive information from each receiver. The tablets and receivers must be connected to the same local network. Requires a Wireless Router and DIRECTV Ethernet to Coax Adapter (DECA).

We're always here for you





Call **1.888.388.4249**

Tune to Channel 1



DIRECTV FOR BUSINESS

We love our planet. That's why our HD and HD DVR set-top boxes feature a power-saving mode that uses less energy when they're not active. That helps us protect the environment and lower your energy bill. If you're upgrading equipment and have inactive DIRECTV hardware, please visit directv.com/recycle to contact us for recycling. It's free and easy, plus it keeps plastic out of landfills. Together, we're leading the way without leaving a footprint.



For full Mix Channel and interactive functionality, HD equipment model H/HR 21 or later is required. RSN HD feed may vary by market. Local HD channels vary by market. Access to channels depends on programming package. *To access DIRECTV HD programming, HD equipment required. Number of HD channels varies by package selection. *Subscription sports packages continue automatically each season, provided DIRECTV carries this service, unless customer call to cancel prior to the start of the season. Commercial locations require an appropriate licensee agreement. Blackout rules and other restrictions apply to all sports programming. Actual number of games varies by market. BUNDAY TICKET includes all regular-seasons Sunday games broadcast on FOX and CBS at 1PM and 4 PM ET. However, games broadcast by your local FOX or CBS affiliate will not be available in NFL SUNDAY TICKET. COMMERCIAL REFERRAL OFFER (**Initial 10 referrals per 12-month period. Referral of per 1-month period. Referral offer 1-month period. Referral o