



*Subsidiary of
Advanced Satellite Communications, Inc.*

DIRECTV USERS GUIDE

Troubleshooting

If you are experiencing problems please try the following suggestions.

- Check that your receiver is set to “stacked” mode. (see pg 6 for details.)
- Unplug the power to your receiver, wait 30 seconds then plug it back in.
- Double check the connections on the back of your receiver. Make sure the cable from the wall goes to the Satellite In connection. Make sure your TV is connected to one of the outputs on the receiver.
- Check that your TV is set to the correct channel or input. If you are using the coaxial output from the receiver, your TV should be tuned to channel 3. Otherwise you should select the correct video input, ie Video1.

If these steps fail to solve the problem, please call S&S Broadband at:

(866) 455-1982

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11. Press the **SELECT** button and arrow down to **Stacked LNBS**. Press the **SELECT** button again. It should now say **Stacked LNBS** next to LNB Setup:
12. Arrow left and then down to **DONE** press the **SELECT** button.
13. At **Step 8 of 9** you will get a **Tuner: Fail** message press the **SELECT** button to continue.
14. At **Step 9 of 9** the Advanced Program Guide will download. (**Note: It may take several minutes for the download to complete, please be patient.**) Once the status bar reaches 100% press the **SELECT** button to continue.
15. You can then choose to **Begin Remote Setup** or **Set Up Remote Later**. If you choose to setup your remote follow the on-screen prompts.
16. Once you reach the **Guided Setup Complete** screen, arrow to **Watch DIRECTV** and press the **SE-**

Activating and ordering service

Once your receiver is in “stacked” mode you should be viewing the DIRECTV instructional channel. If you are not seeing a picture, or are getting an error message please call S&S Broadband at: (800) 983-3333.

To activate your service and choose your programming package you must call DIRECTV at: (800) 531-5000. A customer service rep will be happy to assist you in getting your service up and running, and choosing the right package for you.

D11 stacked receiver setup

These instructions are for Model D11 receivers only. (Instructions for other models are available at <http://www.primesh.com>)

1. Connect the cable from the wall to the **SATELLITE IN** on the back of the receiver. Connect the television to the output from the receiver. Plug the power cord into the receiver and your power outlet. Find the access card and insert it into the slot behind the door on the front right of the receiver.
2. Turn on the receiver. The receiver will go through its startup sequence. Once you reach the **Display Language** page select **English** and press the **SELECT** button.
3. Press the **SELECT** button to choose **Begin Guided Setup**.
4. Press the **SELECT** button to continue past **Step 1 of 9**.
5. At **Step 2 of 9** arrow up twice to select **Round (Single or Dual LNB)** and press the **SELECT** button.
6. At **Step 3 of 3** enter your zip code: **48104**.
7. At **Step 4 of 9**, and **Step 5 of 9** press the **SELECT** button to continue.
8. At **Step 6 of 9** arrow down to **Continue** and press the **SELECT** button.
9. At **Step 7 of 9** : On the front of the receiver (**Note: you must use the buttons on the front of the receiver for this step, not the buttons on the remote!**) press the **ACTIVE** and **RIGHT ARROW** buttons **simultaneously**. You should now see the setup menu.
10. (**From this point forward please use the remote**) Arrow down twice to **LNB Setup** and press the **SELECT** button.

Why DIRECTV?

With cable costs on the rise and the quality of service generally lacking, your landlord decided to look around for a better value for you the tenant. DIRECTV is capable of offering you this value. From an all digital picture with over 125 channels for the same price as basic cable to exclusive sports and entertainment packages DIRECTV is a great value.

Features and Benefits

- All digital
- Local channels
- Access to over 30 premium movie channels
- Up to 60 pay per view movies a month
- 36 commercial-free audio channels
- exclusive seasonal packages, including the exclusive NFL SUNDAY TICKET™
- a dedicated SPORTS Pack, with over 25 specialty and regional sports networks.

How do I get it?

Your landlord should have applications available at their office. Once you fill out the application and return it to the office you should be able to pick up your receiver(s) in a short period of time.

How much does it cost?

Package pricing starts at \$41.99 a month, and will vary depending on what programming package you pick. Please note that a \$50 prepay is required which will be applied to your monthly bills until it is exhausted. Pricing information is available at: <http://www.directv.com> or by calling DIRECTV at: (800) 531-5000.

Annual agreement

In order to receive your first receiver for free, and to avoid an activation fee you must sign a one year programming commitment. If you do not plan on keeping the service for one year you can choose one of the following:

- Pay a fee of \$12.50 per month for the remainder of the contract.
- Return all equipment to DIRECTV.

Special Offers

From time to time DIRECTV will offer special promotions including but not limited to free receivers, reduced package pricing, etc. Some of these offers may be unavailable to our subscribers. These policies are set by DIRECTV and we can only offer whatever specials they allow to Multi-Dwelling Unit (MDU) accounts.

After you have a receiver

As soon as you have your receiver, it should be plugged into the main coaxial outlet in the apartment. Once the box is plugged in you must set it to function on a stacked LNB. Please follow the directions for the type of receiver you are using. (Please see page 6 for DirecTV D11 receiver setup instructions)