

DIRECTV® PRE-SUPPORT:

DIRECTV RESIDENTIAL EXPERIENCE (DRE) TROUBLESHOOTING GUIDE

Please reference these common troubleshooting scenarios for DRE before scheduling a technician visit.

1 Is the trouble specific to a TV or room location? For example, the TV screen displays a NO SIGNAL or NO USABLE SIGNAL message.

- Verify all connections (power, Ethernet, coax cables) are fully plugged or screwed in
- Verify the TV is set to the correct INPUT



» On the DIRECTV remote control, press the TV **INPUT** button to cycle through the TV inputs (Component, HDMI, etc.) until the picture from the DIRECTV receiver is showing on the TV screen

2 Verify the DIRECTV receiver is turned ON. Blue lights on the front of the receiver should be lit.

- Press the INFO button on the DIRECTV remote control. A banner showing a program title and description of the program should show at the top of the TV screen. If the banner is showing, the receiver is working.
- If the banner is showing, but there is no programming showing on the TV
 - » Tune to another channel and verify programming. It's possible the receiver was set to a channel that is not available.

• Reboot the receiver

- » On an HR25, press the red button on the right side of the receiver
- » On an HR24 (DVR), open the door on the front right side of the receiver and press the red button
- » The receiver will reboot and cycle through the reboot process. Once complete, programming should be showing on the TV.

» If the reboot didn't work:

Unplug the power cord from the receiver, wait 15 seconds and plug the power cord back in. The receiver will reboot and cycle through the reboot process. Once complete, programming should be showing on the TV. Verify all connections (power, Ethernet, coax cables) are fully plugged or screwed in.



3 Is the trouble affecting a small area, a group of rooms or the whole property?

- Locate the equipment closet/location that supports the affected area/TVs
- Verify all connections (power, Ethernet, coax cables, etc.) are fully plugged in at the tap/splitter

For more information call **Customer 1st Satellite** at **256.831.7703.**

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