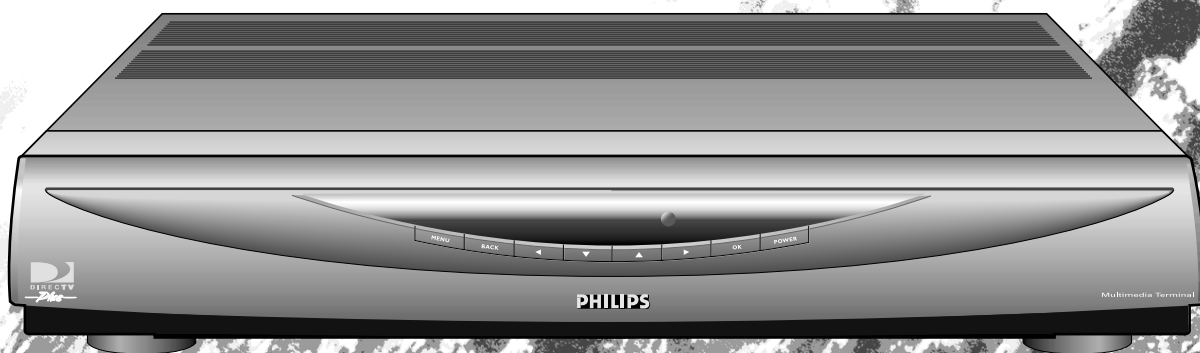


# PHILIPS

DIRECTV PLUS™ Satellite Receiver


## DSX 5250

### *USER MANUAL*



# IMPORTANT SAFETY INSTRUCTIONS

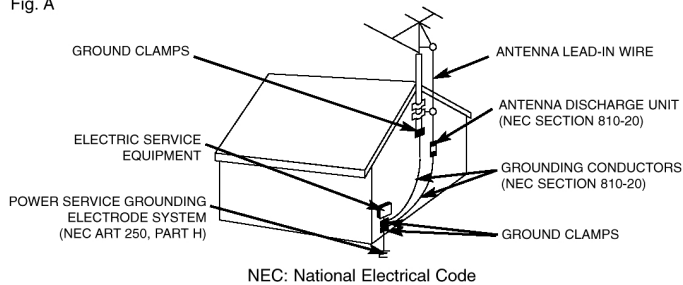
**WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS EQUIPMENT TO RAIN OR MOISTURE.**

- Read Instructions -** All the safety and operating instructions should be read before the appliance is operated.
- Retain Instructions -** The safety and operating instructions should be retained for future reference.
- Heed Warnings -** All warnings on the appliance and in the operating instructions should be adhered to.
- Follow Instructions -** All operating and use instructions should be followed.
- Attachments -** Do not use attachments not recommended by the manufacturer as they may cause hazards.
- Water and Moisture -** Do not use this product near water - for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, and the like.
- Accessories -** Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious injury to a child or adult, and serious damage to the appliance. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer, or sold with the product. Any mounting of the appliance should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
-  An appliance and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the appliance and cart combination to overturn.
- Ventilation -** Slots and openings on the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should not be placed near or over a radiator or heat register. This product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.
- Power Sources -** This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your appliance dealer or local power company.
- Grounding or Polarization -** This video product is equipped with a polarized alternating-current line plug (a plug having one blade wider than the other). This plug will fit into the power outlet in only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. If the plug should still fail to fit, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the polarized plug.
- Power Cord Protection -** Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the point where they exit from the appliance.

### Outdoor Antenna Grounding -

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is grounded to provide protection against voltage surges and built-up static charges.

Fig. A



NEC: National Electrical Code

Section 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode. See Fig. A.

### Lightning -

For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product from lightning and power line surges.

### Telephony -

Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning. Do not use the telephone to report a gas leak in the vicinity of the leak.

### Power Lines -

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall onto such power lines or circuits. When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal. Refer to installation of ODU.

### Overloading -

Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.

### Object and Liquid Entry -

Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.

### Servicing -

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

### Damage Requiring Service -

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged.
- If liquid has been spilled, or objects have fallen into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions, as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
- If the product has been dropped or the cabinet has been damaged in any way.
- When the product exhibits a distinct change in performance - this indicates a need for service.

### Replacement Parts -

When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or which have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.

### Safety Check -

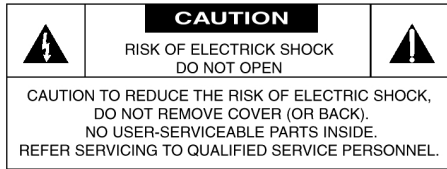
Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.

**Carts and Stands -** The appliance should be used only with a cart or stand recommended by the manufacturer.

**Heat -** The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products that produce heat.

**NOTE TO CATV SYSTEM INSTALLER**

**Article 820-40 of the NEC (National Electrical Code) provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point cable entry as practical.**



This “bolt of lightning” indicates uninsulated material within your unit may cause an electrical shock. For the safety of everyone in your household, please do not remove product covering.



The “exclamation point” calls attention to features for which you should read the enclosed literature closely to prevent operating and maintenance problems.

**CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERTED.**

**ATTENTION: POUR EVITER LES CHOCS ELECTRIQUES, INTRODUIRE LA LAME LA PLUS LARGE DE LA FICHE DANS LA BORNE CORRESPONDANTE DE LA PRISE ET POUSSER JUSQU'AU FOND.**

**WARNING**

*This device complies with Part 15 of the FCC (U.S.A.) Rules.*

*Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.*

**FCC Regulations and Information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception (which you can determine by turning the equipment off and on), you are encouraged to try to correct the interference by one or more of the following measures:

- Change the position of the satellite receiver with respect to the radio or television equipment that is receiving the interference.
- Move the satellite receiver away from the equipment that is receiving the interference.
- Plug the satellite receiver into a different outlet so that the satellite receiver and the equipment receiving the interference are on different branch circuits.
- Use shielded cables and I/O cords with this equipment to comply with the relevant FCC regulations.
- If these measures do not eliminate the interference, you should consult your dealer or an experienced radio/television technician for help.

**IMPORTANT**

*Any change or modifications to the equipment by the user not expressly approved by the guarantee or manufacturer could void the user's authority to operate such equipment.*

*Domestic use USA - For units used at 100-120V use only the power supply cord which is supplied with the product.*

# General Information

## FCC Part 68 ANALOG DEVICE WARNINGS

This equipment complies with part 68 of the FCC rules.

A label on the rear panel of this equipment contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment uses the following USOC jack: RJ-11C.

### No telephone cord and modular plug is provided with this equipment

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

**Note:** *RENs are associated with loop-start and ground-start ports. Do not use for E & M or digital ports.*

If the terminal equipment DSX 5250 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

For repair or warranty information, please contact:

**DIRECTV**  
**1-800-DIRECTV (347-3288)**

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# 1

## Overview

Information in this guide will help you set up and use your Philips manufactured DIRECTV PLUS™ satellite receiver. Further help is available on screen. A glossary of terms is provided at the end of this manual.

### Features

Your satellite receiver lets you receive television signals from up to three satellites. In addition, you can customize your viewing by setting up custom viewing schedules, setting favorite programs, setting viewing preferences, and ordering Pay-per-view programs.

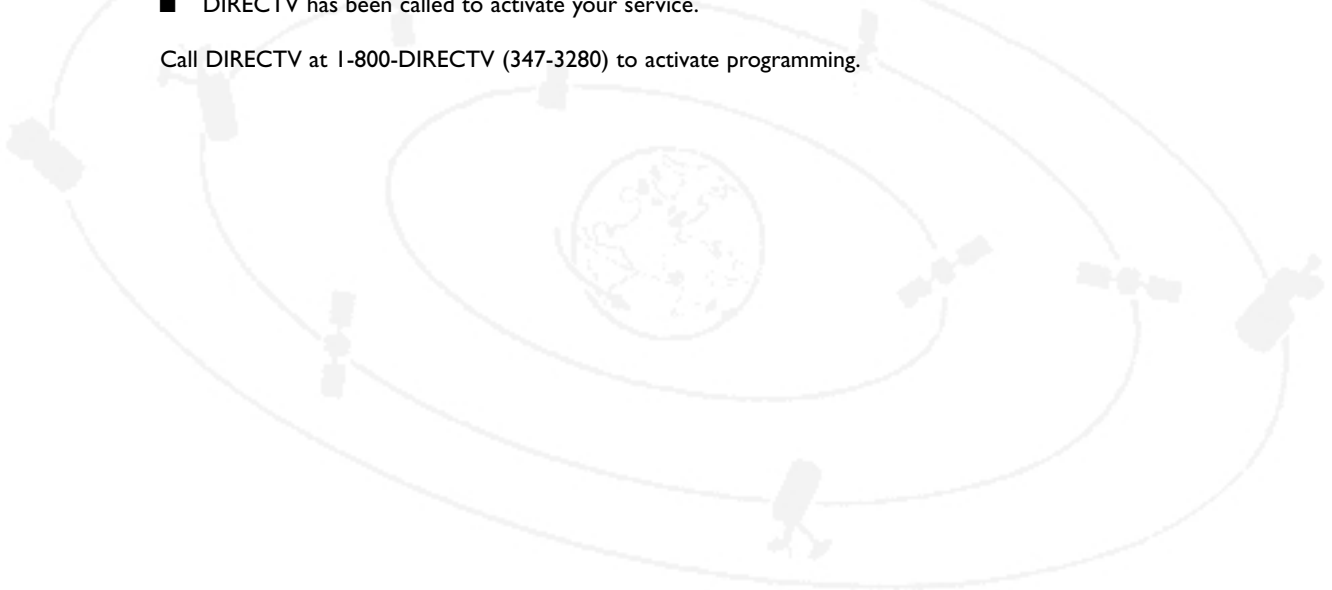
- Use the Guide to see what's on, and to set a reminder so you don't miss the start of a program you want to see.
- Create your own list of favorite channels.
- Restrict viewing access based on rating levels.
- Tag programs for future viewing.
- Receive mail messages from DIRECTV.

### Before You Start

Before using your system, check the following:

- Your system installation has been completed according to the instructions in the installation section.
- The access card is installed as described on page 16.
- A telephone line is connected to the system so that you can purchase pay per view programs. You must supply the phone cord for the connection; it is not included with the satellite receiver.
- DIRECTV has been called to activate your service.

Call DIRECTV at 1-800-DIRECTV (347-3280) to activate programming.





# 2

## Modes

Your satellite receiver has four modes:

- Standby - satellite receiver is on but inactive; television is off.
- TV Mode - displays television programming.
- Guide Mode - for viewing schedules and tuning to a program.
- Menu Mode - for setting preferences and access codes.

To change modes, press the GUIDE or MENU button on the remote.

### Standby Mode

When you press the POWER button on either the front panel or remote control, the satellite receiver enters standby mode. When you are not viewing, DO NOT TURN POWER OFF to the satellite receiver, because in standby mode, the Master Program Guide (MPG) is refreshed continuously to ensure the MPG will be up to date.

Temporarily unlocked channels are NOT maintained when the system goes into standby mode; but themes and/or favorites selections are maintained.

### TV Mode

This is the normal viewing mode in which the program is viewed without a Guide, Menu, or program banner displayed.

### Guide Mode

In Guide mode, you can view lists programs according to their time slot and channel. With it, you can tune to a program, be notified when a program is about to start, order pay per view programs, search through listings by the type of program you're looking for, and tag programs for future viewing. You can also access the menu, other guides, a tag list, and online help from the Guide.

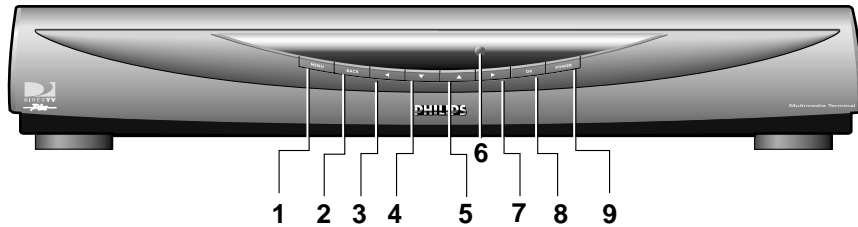
### Menu Mode

Menu mode lets you customize the features of your satellite receiver. Categories include General Settings, Access Control, Preferred Language, Purchases, Installation, Upgrades and Mail.

# 3

## About your DIRECTV PLUS™ satellite receiver

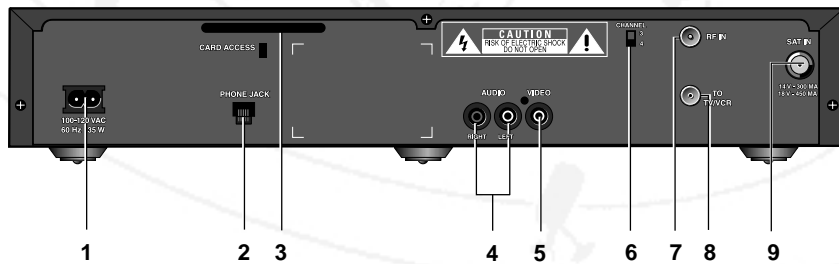
### Front View



1. Menu button
2. Back button
3. ◀ button
4. ▼ button
5. ▲ button
6. Power indicator
7. ▶ button
8. OK button
9. Power button

These functions are also available on the remote control and are described in that section. The Standby/IR indicator lights when your system is active. The light is off when the unit is in Standby mode.

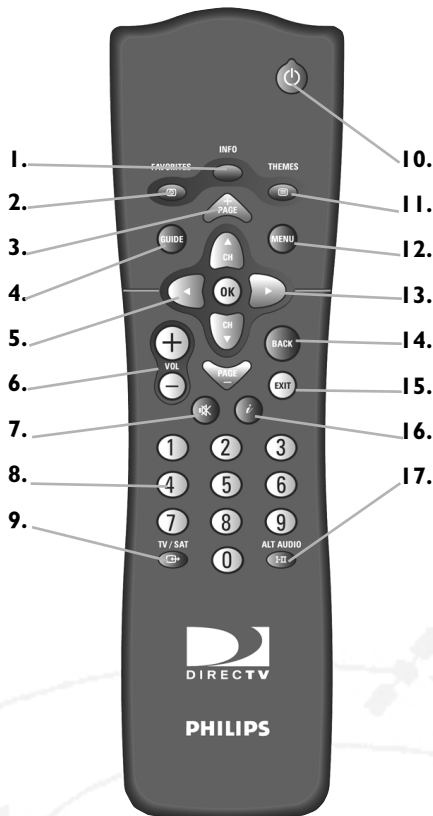
### Rear View



1. 100-120 V - 60 Hz AC power input
2. Telephone jack
3. Card Access slot
4. Left/right Audio output for HIFI
5. Output for TV or VCR
6. Channel switch
7. RF input for TV or VCR
8. RF output for TV or VCR
9. Satellite antenna input

# 4

## About the remote



1. **INFO**  
**Guide mode:** pressing INFO toggles between short and long program information in the banner.  
**Menu mode:** inactive.  
**TV mode:** toggles between short and extended banners.
2. **FAVORITES**  
**Guide mode:** toggles display of Favorite channel list.  
**Menu mode:** inactive.  
**TV mode:** toggles display of the Favorites dialog.
3. **PAGE+/-**  
**Guide mode:** displays the contents of the next or previous Guide screen.  
**Menu mode:** used with long lists of options such as favorite channels, system information, PPV, and system test to scroll a full page of selection items.  
**TV mode:** lets you view the program banner of other channels while still viewing the video in from the current channel.
4. **GUIDE**  
**Guide mode:** toggles display of the Guide.  
**Menu mode:** inactive.  
**TV mode:** displays the Guide.
5. **◀▶▲▼**  
**Guide mode:** navigates through the Guide.  
**Menu mode:** ▲ ▼ select and highlight menu options and move between items on a screen.  
 ◀▶ change settings in an item on the screen.  
**TV mode:** ◀▶ inactive. ▲ ▼ for channel surfing.
6. **VOL +/-**  
**All modes:** increases and decreases volume (Philips TV sets only).
7. **MUTE**  
**All modes:** toggles audio on and off (Philips TV sets only).
8. **0-9**  
**Guide mode:** goes to channel entered in Guide.  
**Menu mode:** lets you enter numeric values.  
**TV mode:** allows direct number entry for tuning to a channel. Tuning occurs immediately after the channel is entered, or you can press OK after entering the third digit to tune immediately to the channel.
9. **TV/SAT**  
**All modes:** switches to local cable or antenna broadcasts.
10. **POWER**  
**All modes:** toggles the satellite receiver between active and standby modes but does NOT turn off power to the unit.
11. **THEMES**  
**Guide mode:** toggles display of themes. Themes indicate the type of program, for example, movie/action adventure.  
**Menu mode:** inactive.  
**TV mode:** displays the Themes menu.
12. **MENU**  
**Guide mode:** enables selection of icons at the bottom of the Guide. A second press redisplay the Guide.  
**Menu mode:** dismisses the menu from the screen and accepts changes. Pressing MENU again exits the menu and returns to the TV confirming any previously set values.  
**TV mode:** displays the main menu.
13. **OK**  
**Guide mode:** confirms current programming. Pressing OK confirms a selection in a dialog. For future programming, tags the selection or starts the PPV sequence.  
**Menu mode:** confirms the selection of a menu option or list choice.  
**TV mode:** when browsing channels, goes to the channel displayed in the browse banner.
14. **BACK**  
**Guide mode:** returns to the previous state.  
**Menu mode:** exits the current menu and confirms selections in dialogs with non-exclusive options.  
**TV mode:** inactive.
15. **EXIT**  
**In Guide and Menu modes:** returns to video and cancels the transaction.  
**TV mode:** inactive.
16. **i:** reserved for future use.
17. **ALT AUDIO**  
**Guide mode:** when alternate audio tracks are available, lets you select another audio track.  
**Menu mode:** inactive.  
**TV mode:** displays a dialog for selecting alternate audio tracks.

# 5

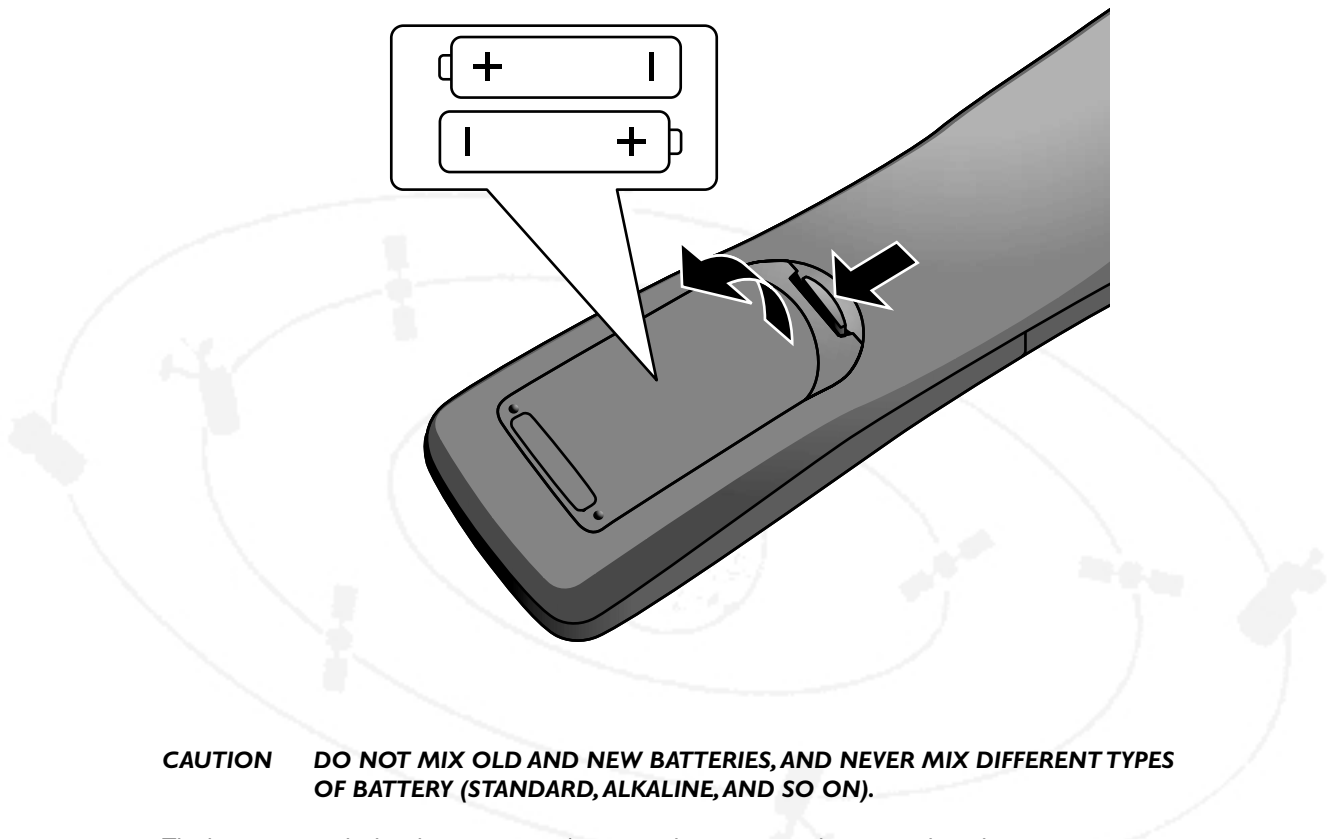
## Preparing your remote for use

Your remote only operates your satellite receiver. If you have a Philips TV set, the VOL +/- and MUTE buttons operate those functions on the TV.

Before using the remote:

### Fitting Batteries

- Remove its battery compartment cover.
- Insert the two batteries (type LR6/AA - 1.5V) supplied.
- Position them, as shown in the diagram, in the battery compartment.
- Replace the cover.



**CAUTION** DO NOT MIX OLD AND NEW BATTERIES, AND NEVER MIX DIFFERENT TYPES OF BATTERY (STANDARD, ALKALINE, AND SO ON).

The batteries supplied with your receiver's remote do not contain heavy metals such as mercury or nickel cadmium. Nevertheless, in many countries exhausted batteries may not be disposed of with your household waste. Please dispose of exhausted batteries according to local regulations.

# 6

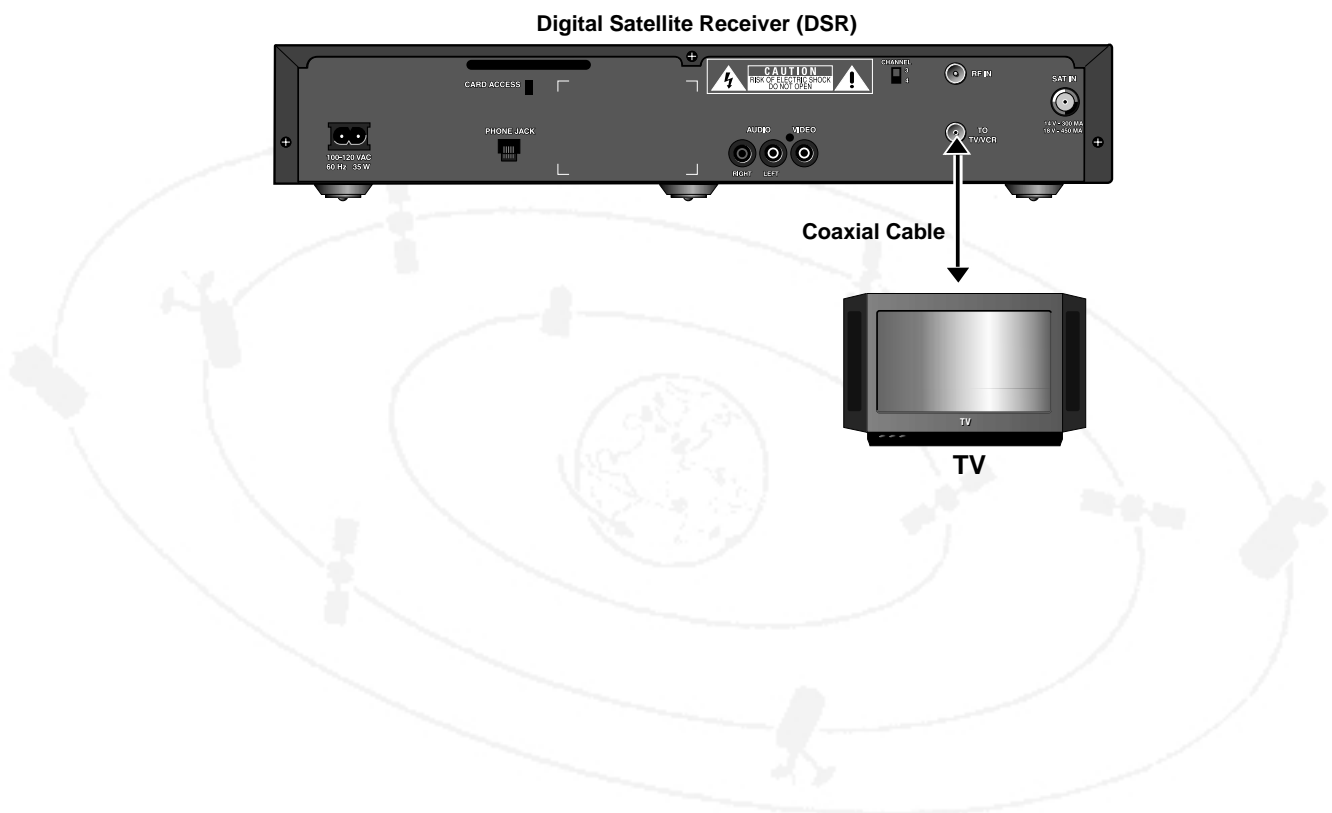
## Connecting to your existing equipment

Unplug all equipment from the mains before making connections.

### If your Television has RF Connection Only...

Refer to the illustration below:

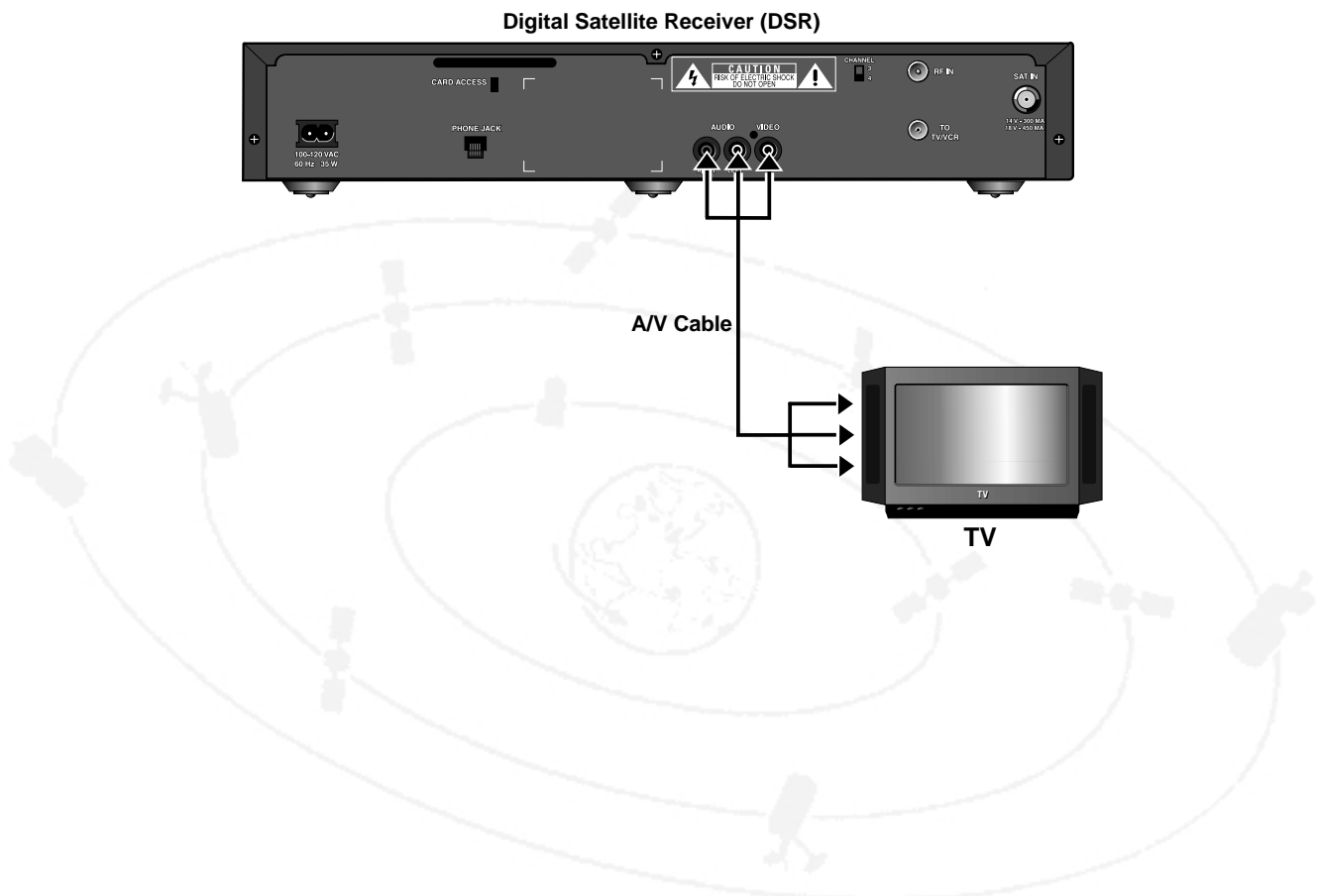
1. Connect the satellite receiver's 'TO TV/VCR' output jack to the TV's UHF/VHF input jack.
2. Connect one end of the AC power cord to the satellite receiver's AC IN jack. Connect the plug end to an AC outlet. The power LED should light.
3. Connect other equipment to an AC outlet.
4. Switch on your TV first and select channel 3 on your TV. The Welcome screen should display.
5. Your satellite receiver is now ready for installation. To continue, refer to the installation section on page 17.



## If your Television has A/V Connectors...

Refer to the illustration below:

1. Connect the satellite receiver A/V jacks to the TV's A/V IN jacks. Alternately, you can also connect the satellite receiver's AUDIO jacks to your audio receiver's AUDIO IN jacks using audio cables.
2. Connect one end of the AC power cord to the satellite receiver's AC IN jack. Connect the plug end to an AC outlet.
3. Connect other equipment to an AC outlet.
4. Switch on your TV first and select the appropriate A/V mode depending on the connection chosen in step 2. Refer to the user manual of your TV set to select the proper A/V mode (AUX/VCR, S-VIDEO, ...). The Power indicator will light and the Welcome screen will display on the TV.
5. Your satellite receiver is now ready for installation. To continue, refer to the installation section on page 17.



## If you have a TV and a VCR...

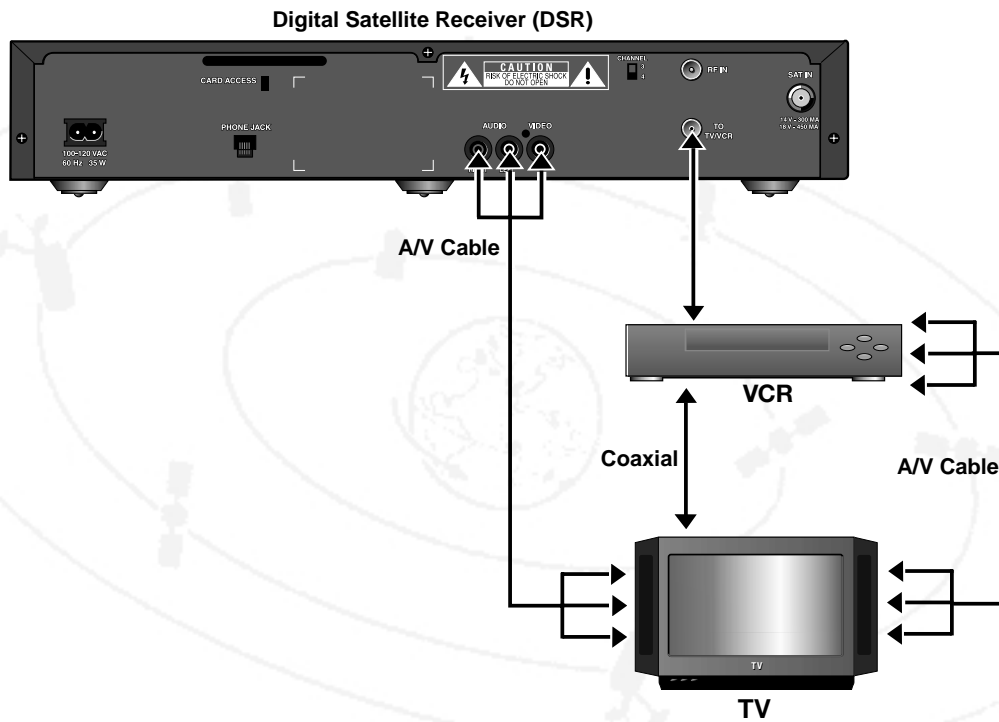
Refer to the illustration below:

1. Connect the satellite receiver A/V jacks to the TV's A/V IN jacks. Alternately, you can connect the satellite receiver's AUDIO jacks to your audio receiver's AUDIO IN jacks using audio cables.

**Note:** *If both TV and VCR have A/V jacks, connect additionally the VCR's A/V OUT jacks to the TV's A/V IN jacks to achieve good picture quality at VCR playback.*

**Note:** *If your TV has RF input only, connections made in steps 3 and 4 will bring signals to the TV.*

2. Connect the VCR's VHF/UHF OUT jack to the TV's UHF/VHF IN jack.
3. Connect the satellite receiver's 'TO TV/VCR' output jack to the VCR's UHF/MHF IN jack.
4. Connect one end of the AC power cord to the satellite receiver's AC IN jack. Connect the plug end to an AC outlet.
5. Connect other equipment to an AC outlet.
6. Switch on your TV first and select the appropriate channel or A/V mode depending on the connection chosen in step 2. Refer to the user manuals for your TV and VCR to select proper channel or A/V mode (AUX/VCR, S-VIDEO, ...). The Power indicator will light and the Welcome screen will display on the TV.
7. Your satellite receiver is now ready for installation. To continue, refer to the installation section on page 17.



# 7

## Inserting your Access Card

The access card provided with your system includes information about your purchase authorization and other data. To watch channels, your viewing access card needs to be inserted in the access card slot on the rear of your satellite receiver.

When the card is removed, the system will not display any programming guides or video signal. The message, "Please insert your Access Card" displays.

The access card only needs to be inserted during system setup and generally does not need to be removed. Each access card has a unique number. Be sure to record this number in the space provided on the back cover of this manual.

- Hold the card with the arrow facing upwards and pointing toward the slot in the satellite receiver rear panel.
- Gently push the card into the slot until it meets the stop.
- Keep your access card permanently inserted in your satellite receiver.

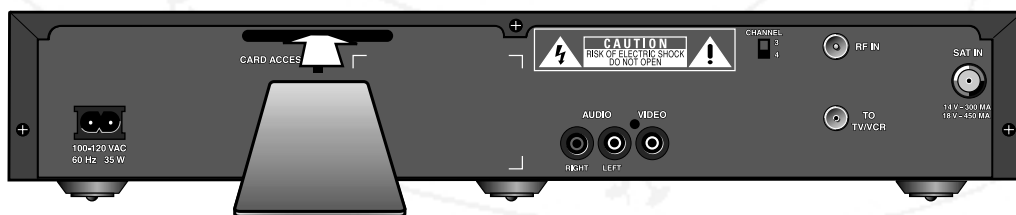
**CAUTION** **YOUR ACCESS CARD IS FRAGILE.**  
**ALWAYS INSERT CORRECTLY AND CAREFULLY.**  
**DO NOT BEND.**  
**DO NOT REMOVE AND RE-INSERT UNNECESSARILY.**  
**NEVER SUBMERGE IN LIQUID OR APPLY CLEANING FLUIDS.**

### Replacing the Access Card

When replacing the access card, the system will prompt you with instructions. Gently remove the card from its slot. If you have to reinsert the card, you should have the ARROW facing forward into the box and the GOLD CHIP facing down. Push the card into the slot as far as it will go, the end will be visible outside of the slot.

The old card passes information to the new card, and then the old card no longer functions.

Refer to the illustration below:





# 8

## Installation

### Switching Your Receiver On and Off

With your satellite receiver connected to the AC outlet, press the front panel POWER button to power it on.

- Press the POWER button on your remote to wake up your satellite receiver.
- Press the POWER button on your remote again to put your satellite receiver into standby.

There is no need to turn off power to the satellite receiver.

When you install a new system, you can skip the installation procedure if all the defaults listed on page 28 apply. When the Welcome screen displays, press the ▼ button and OK.

If you need to change any settings, you can use the Installation Wizard to guide you through the setup process which includes entering your zip code, selecting the dish configuration, pointing the dish, and testing the system. A series of screens will be displayed and you will be prompted with onscreen instructions. Once you have entered all the requested information, a System Test screen displays. When this screen is dismissed, the satellite receiver will be enabled. Be sure you have contacted DIRECTV and arranged for service.

For installing your satellite dish and making connections, refer to the installation manual for the satellite dish.

After the initial installation, you may want to access the installation features, for example, if you have moved the dish. The following sections describe the options on the Installation menu.



#### To access the installation menu:

1. Press MENU on the remote.
2. On the main menu, choose Installation.

### Enter Zip Code

Use this function when setting up the satellite antenna to help position it correctly.

#### To enter the zip code:

1. Press MENU on the remote.
2. Choose Installation/Enter Zip Code.
3. Enter the zip code using the numeric buttons on the remote.  
Or
4. Use the ▲ and ▼ buttons to increment the number in the zip code field. Press the ► button to move to the next field. When all the digits have been entered, press OK to return to the installation menu.

## Dish Configuration

Use this function when setting up the satellite antenna to identify the type of dish in use.

### To enter the dish configuration:

1. Press MENU on the remote.
2. Choose Installation/Dish Configuration.
3. Use the ▲ and ▼ buttons to highlight the dish you have.
4. Press OK to return to the Installation menu.

## Point Dish

Use this function while manually pointing the dish to determine that it is correctly aligned with the satellite(s). Refer to the satellite dish installation manual for instructions. You may want to have a helper to read the onscreen displays during this procedure. Signal strength readings change approximately two seconds after the adjustment is made. Note that single dish installations often show higher signal strength than installations which receive signals from two or three satellites. The onscreen display will tell you how to align your dish for latitude, longitude, azimuth, and rotation based on your zip code.

### To point a round dish:

1. Press MENU on the remote.
2. Choose Installation/Point Dish.
3. A dialog displays showing a signal strength meter.
4. Use the ◀ or ▶ buttons to change the transponder for the selected satellite.
5. Adjust the dish until the signal strength meter stabilizes at a maximum reading. The range is 0 to 100.
6. Press BACK to return to the Installation menu.

### To point an oval dish:

1. Press MENU on the remote.
2. Choose Installation/Point Dish.
3. A dialog displays showing two (or three) signal strength meters, depending on the type of dish you selected in the Dish Configuration dialog.
4. Use the ▲ or ▼ arrow buttons to select a satellite.
5. Use the ◀ or ▶ buttons to change the transponder for the selected satellite.
6. Adjust the dish until the signal strength meters stabilize at a maximum reading. The range is 0 to 100.
7. Press BACK to return to the Installation menu.

## System Test

The system test display shows you the results of system tests. This information is useful if you need to contact customer service.

### To view the system test results:

1. Press MENU on the remote.
2. Choose Installation/System Test.
3. Use the up or down arrow buttons to scroll through the dialog.  
Press the Page +/- buttons to scroll by a full page.
4. Press BACK to return to the Installation menu.



# 9

## Operation

Throughout this manual, you will notice that the everyday operation of your satellite receiver is based on a series of user friendly onscreen displays and menus. These displays will help you get the most from your satellite receiver, guiding you through initial installation, channel selection, timer settings and many other functions.

Most functions can be carried out using the buttons on the front of your satellite receiver or the remote, however we suggest that you will find it easier to use your remote in most instances.

# 10

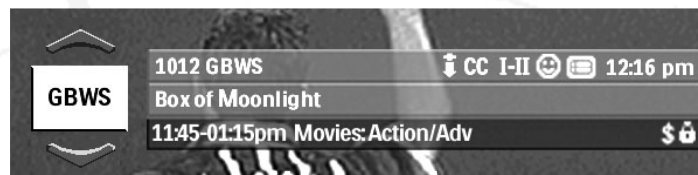
## About the banner

You can display a program banner by pressing the INFO button on the remote when in TV mode. The banner can also display notices, help text, icons, and details about the selected program.

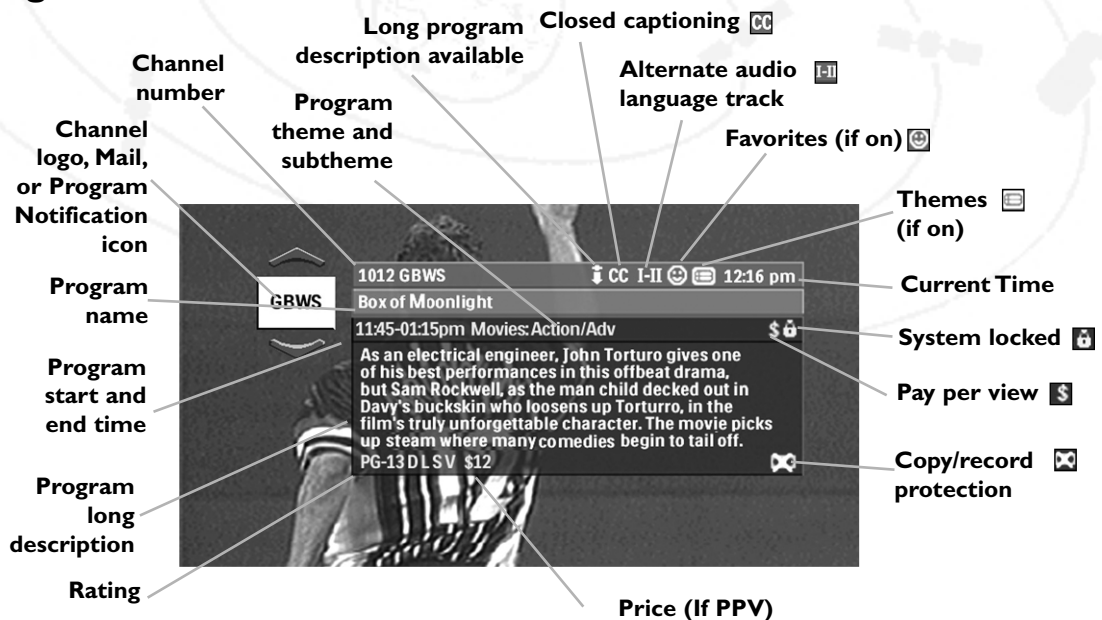
### Zap Banner

While you're viewing a program, pressing the INFO button on remote displays the "Zap" (short) banner. Pressing Info again displays the long banner. The banner displays for the time you set in Menu mode. To dismiss the banner before the display duration has expired, press EXIT.

### Short banner

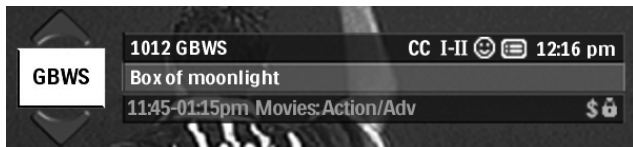


### Long banner



## Browse Banner

While watching a program, you can view information about other programs using the Browse Banner feature. Press the PAGE+/- buttons to cycle through channels. As you select a channel, the short banner for the program is displayed. Long program information is not available in the Browse banner.

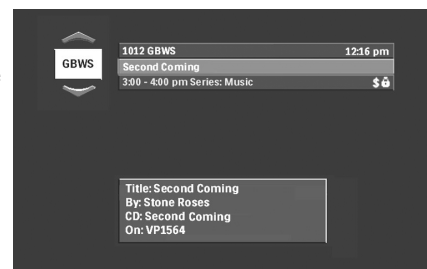


To dismiss the banner, press EXIT to return to the same channel, or OK to tune to the browsed to channel.

When FAVORITES or THEMES are selected, the zap and browse banners show only information about programs from the favorites and/or themes lists.

## Song ID Displays

When you select a channel that contains audio only, information about the currently playing music selection is displayed for each new song. Pressing INFO redisplay the song information and the zap banner.



## Notification Displays

Notifications that a tagged program (see page 26) is about to begin and the arrival of new mail are displayed in the logo space.

Notifications are displayed in the order in which they are received. After 10 seconds, the next notification displays.



Logo space



Tagged program notification icon displays three minutes before a tagged program is about to start. Press OK to tune to the channel.



The mail icon appears if you have received new mail.

## Using the DIRECTV® Programming Guide

The DIRECTV® Programming Guide offers complete TV listings and access to much more. The Guide lists programs according to their time slot and channel. With it, you can tune to a program, be notified when a program is about to start, order pay per view programs, search through listings by the type of program you're looking for, and tag programs for future viewing. You can also access the menu, other guides, a tag list, and online help from the Guide.

The **channel scroll elevator** shows the relative location and amount of channels in the display relative to the number of total channels in selected FAV/THEMES lists. It also implies the amount of total pages accessible by pressing the PAGE+/- buttons.

The **channel list** shows the channels available based on FAVS/THEMES/SUBTHEMES currently selected.

**Arrows** indicate that the program extends beyond the time slot shown.

The **Tag mark** indicates that the program has been selected for future viewing. If a program is tagged, the tag will always display in the Guide cell. The system will notify you before the program starts so that you can tune to it.

The **Program list** shows all the programs airing in a time slot. If program names are too long to fit into a guide cell, they may be truncated or not displayed at all. However, when a program is selected, its full name appears in the banner.



### What's in the Guide

The Guide shows the programming available for a 1 1/2 hour period. Programs you can tune to are determined by settings you make in Menu mode. For example, if you set maturity rating at PG-13, you will not be able to tune to programs with higher maturity ratings such as R without first entering an access code if you have locked the system (see page 31).

The Guide also displays network channel information in the banner. When you are displaying programming for the current time and press the ◀ button, the highlight shifts to the channel list and displays the selected channel's information in the banner. Long channel information is available when you press INFO. To redisplay program information, press the ▶ button.

## Using the Guide

### To do this....

Display the Guide

### Do this....

Press the GUIDE button on the remote.

Scroll through the program list

Press the ▲ and ▼ buttons. Press a button continuously to scroll faster. You can use the PAGE+/- buttons to scroll by a full page.

Tune to a current program

Use the ▲ and ▼ buttons to scroll through the list of current programs, then press OK.

Or

Enter the channel's number on the remote control's numeric pad and press OK.

Scroll to another time slot

Press the ◀ and ▶ buttons. Press a button continuously to scroll faster. When you go into past programming, channel information displays in the banner.

Choose a program to view

Press the arrow buttons until the program you want to view is highlighted in the Guide. If the program is in the current time slot, pressing OK tunes to the selected channel and displays the zap banner for the program.

If the selected program is PPV, the PPV dialog displays.

If the program is in a future time slot, the Tag dialog displays so you can add the program to your viewing schedule. If it is already tagged, the Untag dialog displays.

View the "long" information banner

You can toggle between the display of short and long program and channel information by pressing the INFO button on the remote.

Display Favorites



Press FAVORITES on the remote. The Favorites dialog displays allowing you to select a personalized channel list. When the dialog is dismissed, the Favorites icon displays at the top of the banner and the Guide contains listings of channels that belong to the selected Favorites list. FAVORITES lists are set up in Menu mode. Refer to p. 25.

Display Themes



Press the THEMES button on the remote. The Themes dialog displays letting you select from program themes and sub-themes. When the dialog is dismissed, the Themes icon displays at the top of the banner and the Guide lists programs for the selected theme. Refer to p. 25.

Purchase a PPV program



When you select a PPV program, a \$ displays in the banner, indicating that it is PPV. When you press OK, the PPV dialogs display and prompt you through the purchase procedure. If it is a future program, it is tagged. Refer to p. 24.

### Lock the satellite receiver



In Menu mode, you can lock the satellite receiver to prevent unauthorized viewing. When locked, a lock icon displays in the banner. When you try to tune to a locked item (channel, exceeds maturity rating threshold or PPV), a dialog displays. It prompts you to enter the four-digit access code as described below. The satellite receiver then tunes to the channel and the banner displays the unlock icon for the rest of the viewing session. The system remains unlocked until it enters standby mode.

#### To enter the password:

Press the numeric buttons on the remote or use the ◀ and ▶ buttons to highlight a field in the password, then use the ▲ and ▼ buttons to choose the number. Press the ◀ or ▶ button to move to the next field. When all the numbers have been entered, press OK.

### Tag a program for future viewing



You can set up your viewing schedule ahead of time, so that you will be automatically notified of the shows you want to see. This is called “tagging”. On the Guide, tagged programs have a checkmark to the right of the program name. You can tag up to 25 programs.

When a program has been tagged for future viewing, the notification banner displays 3 minutes before the program starts. Press OK to tune to the channel.

You can still purchase future PPV programs after 25, but you will not receive a tag notice.

#### To tag a non-PPV program:

1. Highlight a future program to tag and press OK. In the Tag for Notification dialog, choose whether you want to tag this program once, daily, weekly, or Monday-Friday. Remember, you are actually tagging the time slot, so if the program moves to a different time slot, you will want to retag it.
2. Press OK on the Tag for Notification dialog. If the program is in the same time slot as another tagged program, the system will prompt you that a conflict exists.

#### To tag a PPV program:

1. Highlight a future program to tag.  
The PPV dialog displays. When you have completed the purchase, the program will be tagged.

### Untagging a tagged program

#### To untag a program:

1. Highlight the program and press OK.
2. In the dialog, choose Once if you want to untag a program for one time slot only, or Always if a program has been tagged more than once, for example, a program that airs every day.
3. Press OK.

## Pay Per View (PPV)

Pay per view programs include special programming, movies, and sporting programs and are indicated by a "\$" in the banner. In the Guide, you can preview most currently airing pay per view programs, purchase current and future PPV programs, and cancel a purchase. In Menu mode, you can view the purchase history, cancel purchases, and restrict this feature by setting rating and spending limits.



Some PPV programs cannot be taped. This is indicated by the recording restriction icon at the lower right corner of the banner.

### To preview a PPV program occurring up to 30 minutes into the program:

1. Highlight the currently airing program in the Guide and also while zapping.
2. If a preview exists, it will automatically be tuned to when you press OK or zap to it.
3. You can purchase the program by pressing OK at any time during the preview. At the end of the preview, a dialog displays containing alternate start times (if available) and pricing. If you decide to purchase the program, further dialogs display to guide you through the purchase.

### To purchase a PPV program:

1. Highlight the program in the Guide and press OK.
2. In the purchase dialog, choose "Buy Now" and press OK.
3. If alternate start times or pricing are available, a dialog displays in which you can choose the start time. Press the ◀ and ▶ buttons to select alternate start times.
4. Press the ▲ and ▼ buttons to move to the next selectable item (if available), then press the ◀ and ▶ buttons to select an option.

If you select a program start time that conflicts with a tagged program, you will be notified to the conflict.

5. Press OK to confirm the selections and remove the dialog.
6. If you have locked your satellite receiver and have not entered your access code during this session, the access code dialog displays and prompts you to enter your access code. Enter the access code and press OK.

If you purchased a future PPV program, the program will have a checkmark next to it in the Guide.



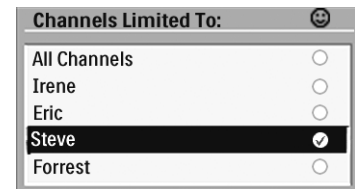
# 12 Favorite Channels



In Menu mode (see page 28), you can add your favorite channels to a list so that only channels with programming that interests you appear on the Guide when the list is selected. When Favorites is selected, the Favorites icon displays on the top line of the banner and programs displayed in the Guide are only those in the selected list. When zapping, you are limited to channels in the favorites list; however, you can access any channel by entering its number from the remote.

## To display favorite channels:

1. Press FAVORITES on the remote.  
A dialog displays in which you can select a favorites list.
2. Press the ▲ and ▼ buttons to highlight the desired list and press OK. A checkmark displays to the right of the selected list.
3. The Guide displays only programs from your favorite channel list.  
You will only be able to zap to channels on the list.



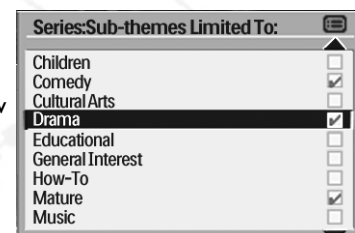
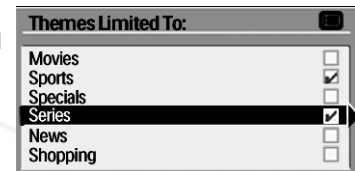
# 13 Themes



Choosing Themes causes the Guide to highlight the programs whose themes match your choices. When zapping, you will go only to channels containing programs that have the selected themes (smart surf). You can choose any or all of the themes and sub-themes. When themes are selected, the Themes icon displays on the top line of the banner.

To select Themes:

1. Press THEMES on the remote.  
The Themes dialog displays.
2. Press the ▲ and ▼ buttons to highlight the desired theme. Themes which have sub-themes are indicated by an arrow to the right of the theme. To view the sub-themes, press the ► button.
3. Press OK to toggle selection of the highlighted theme.
4. Press BACK.



# 14 Alternate Audio



Many programs are broadcast with alternate audio tracks. When alternate audio is available, the alternate audio icon displays on the top line of the banner.

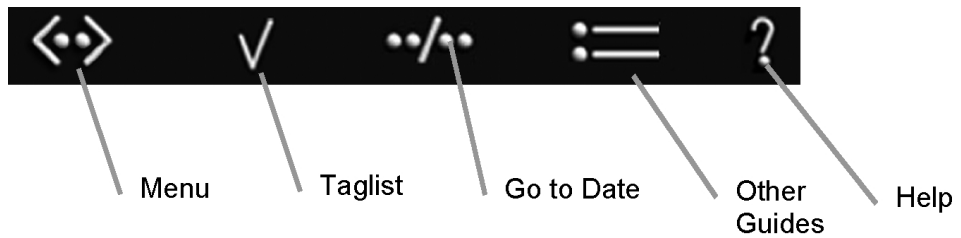
## To change audio tracks (when available):

1. Press the Alt Audio button on the remote.
2. A dialog displays the languages available for the selected program. In the dialog, use the ▲ and ▼ buttons to highlight the language you want and press OK.



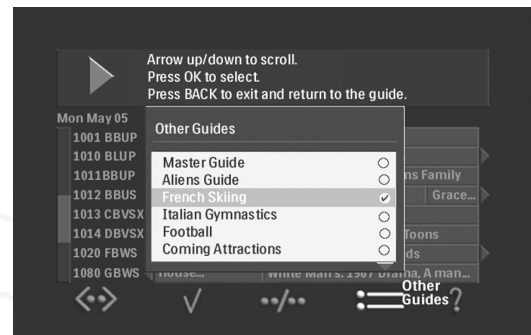
# 15 Options menu

The bottom of the Guide screen contains five icons which you can access by pressing the MENU button on the remote when the Guide is displayed. Use the ◀ and ▶ buttons to highlight an icon and press OK to view its dialog box.



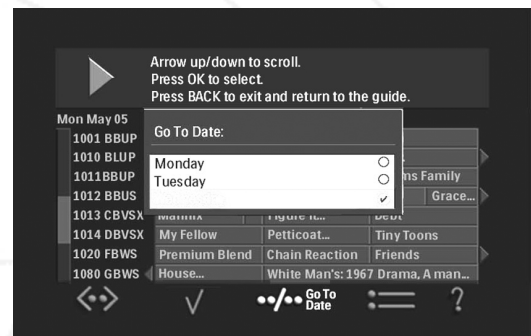
## Other Guides

Selecting Other Guides displays a dialog in which you can choose a type of guide to view. Use the ▲ and ▼ buttons to scroll through the list. Use the PAGE+/- buttons to scroll to the next page. Press OK to select and display the highlighted guide. You can view and tag programs contained in any guide.



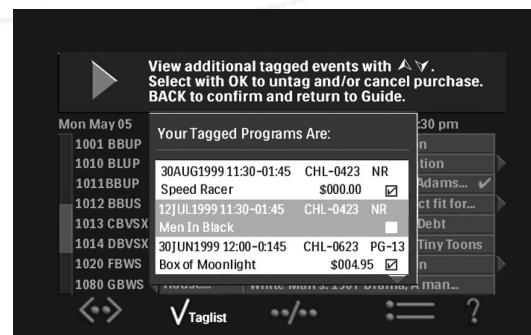
## Go to Date

Selecting the Go to Date option lets you look at a list of programs for another day in the week. Use the ▲ and ▼ buttons to move to the day of interest, then press OK. The programming information available is limited to the master and extended program guides. When you press OK, the Guide displays programming information for the same 1.5 hour block of time displayed before you selected Go to Date, but for the day you selected.



## Taglist

Selecting Taglist displays the list of your tagged programs, both free and PPV. Use the ▲ and ▼ buttons to move through the list, or the PAGE+/- buttons to scroll by a full page. You can untag any program in the list. To untag a program, highlight it and press OK. Press BACK to return to the Guide. When you return to the Guide, any items untagged in the taglist will be unchecked in the Guide.



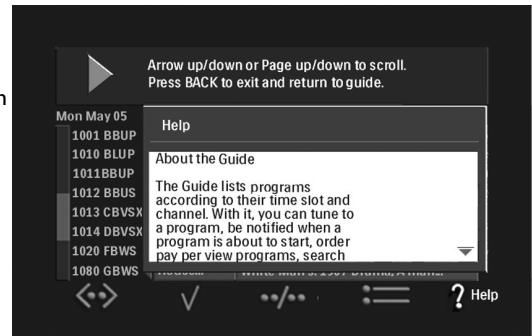
## Menu

Selecting Menu takes you to the menu module, in which is described in detail in the next section.



## Help

Selecting Help opens a window in which high-level help information displays. You can scroll through the help information using the ▲ and ▼ or PAGE+/- buttons. Context sensitive help is often available in the banner.



# 16 Using menu mode

## Messages

The satellite receiver may occasionally display messages which overlay the Guide. To dismiss a message, press OK.

### Software Upgrade Message

When DIRECTV schedules or transmits a software upgrade, you will be notified by an onscreen message. Once a software upgrade is complete, your satellite receiver is ready to use. Old software cannot be restored.

## Using Menu Mode

The Menu mode lets you customize the features of your satellite receiver. Categories include General Settings, Access Control, Preferred Language, Purchases, Installation, Upgrades and Mail.

In Menu mode, the following buttons on the remote are inactive: FAVORITES, THEMES, GUIDE, and ALT AUDIO.

### To access the main menu from the Guide:

1. Press the MENU button on the remote.
2. Press OK.

### To access the main menu from the TV:

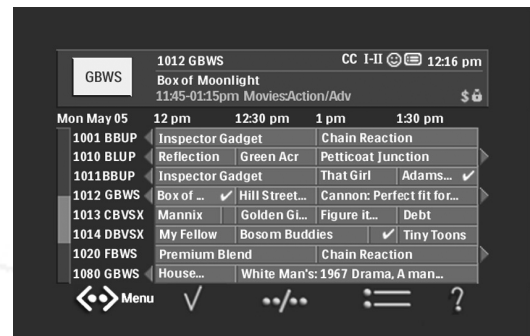
1. Press the MENU button on the remote.

### To dismiss the menu:

Press the MENU button on the remote control. This removes the menu from the screen and accepts all the changes you have made.

### To return to your program and cancel a transaction:

Press EXIT.



## Navigating in Menu Mode

To navigate through the menus, use the ▲ and ▼ buttons to highlight an option. Then press OK to confirm the selection and display a sub-menu or dialog. Selecting items on a sub-menu displays a dialog in which you can change settings or review parameters. To navigate within a dialog, press the ▲ and ▼ buttons. To accept changes and return to a sub-menu, press OK. If the dialog contained non-exclusive choices, press OK and BACK.

## Menu mode defaults

### Menu mode has the following defaults:

|                        |   |
|------------------------|---|
| Screen Format:         | Full screen (4:3)   |
| Banner Duration:       | 5 seconds   |
| Favorites Names:       | Maximum 4 lists. List 1, List 2, List 3, List 4. Ten characters per list name |
| Favorites Channels:    | All channels selected for each list   |
| Channel Lock:          | None  |
| Maturity Rating:       | R   |
| Per-Purchase Limit:    | \$10.00   |
| Password:              | 0000  |
| Password Mode:         | Unlocked  |
| Menu & Guide Language: | English   |
| Audio Track Language:  | English   |
| Dish Configuration*:   | Single  |

The following sections tell you how to change these settings.

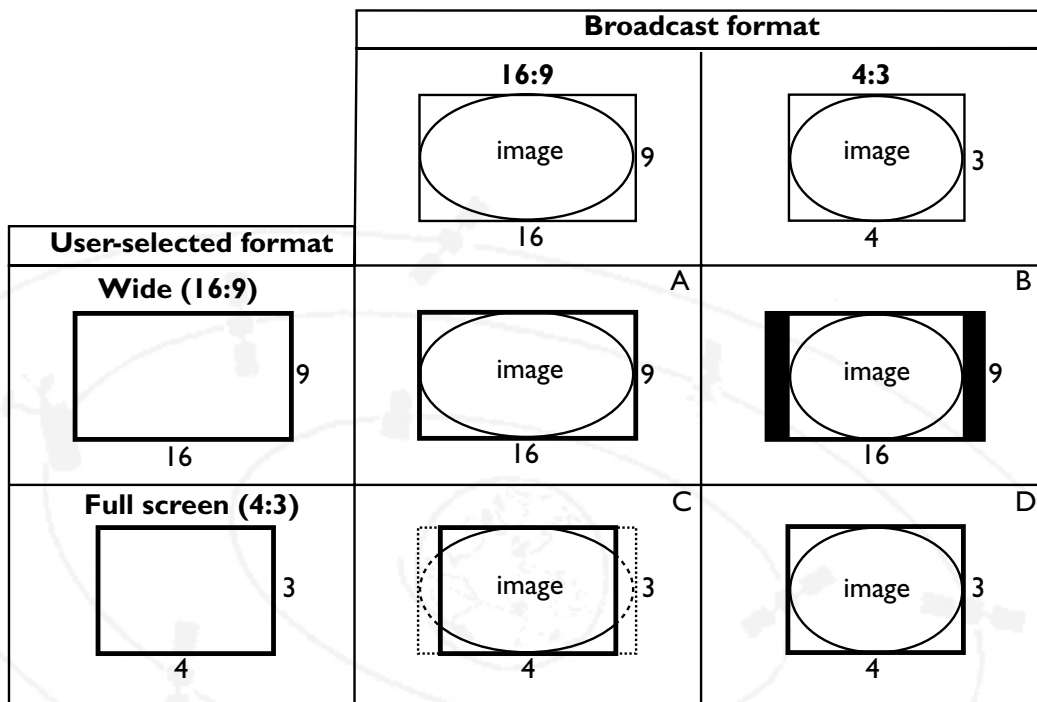
\*Described in the Installation section (see page 17).

# 17 General settings

The General Settings option on the main menu let you change the screen format, change the banner duration, and set the favorite channels list. To change general settings, navigate to the General Settings option on the main menu and press OK. In the menus that display, use the ▲ and ▼ buttons to highlight your selection, then press OK to confirm the selection. Press BACK to return to the main menu.

# 18 Screen Format

Screen format defines the width/height ratio of the picture. Options are wide (16:9) or full screen (4:3). Because programs are transmitted in a variety of formats, your screen format settings will affect position of the picture on your TV. The effects of these settings are shown below.



- A: images appears as broadcasted
- B: black bars are added to the left and right of the images, or the image is stretched (dependent on your TV set)
- C: image is truncated at the left and right
- D: image appears as broadcasted

# 19 Banner Duration

Banner durations defines how long the program information banner remains on the screen after you tune to a program. Options are 5, 10, 15, or 20 seconds.

# 20 Favorite Channel

You can save up to four different favorite channel lists. This way, members of a household can each set their own favorite channels.

## To edit a Favorites List Name:

1. Navigate to the Favorite Channel menu.
2. Choose Change Name.
3. Use the ▲ and ▼ buttons to move to the list whose name you want to edit. Press OK. The Edit Name dialog displays.
4. Use the ▲ and ▼ buttons to scroll through the alphabet. When the letter you want displays, press the ◀ or ▶ to confirm the selection and move to the next character in the name.
5. Press OK to confirm the edited name.
6. Press BACK to return to the previous menu.

## To change the contents of a Favorites List:

1. Navigate to the Favorite Channel menu.
2. Choose Change List and select the list you want to change.
3. Press OK. The Change Name submenu displays.
4. Use the ▲ and ▼ buttons to choose Manual, Select All, or Deselect All.

**Manual Select** shows a list of all available channels. A checkmark is displayed next to channels on your favorites list. You can toggle the checkmark by highlighting the channel and pressing OK.

**Select All** selects all channels in the list. You can then manually deselect any channel.

**Deselect All** deselects all the channels in the list. You can then manually select any channel.

Use the ▲ and ▼ buttons to navigate through the list, or use the PAGE +/- buttons to scroll the list up or down by a complete page.

You can also move to a channel by entering its number using the numeric buttons on the remote control. The channels list automatically scrolls to the channel whose number you entered.

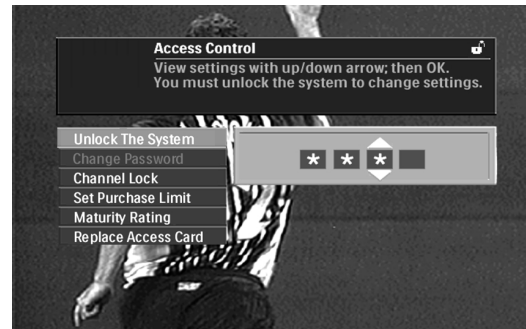
Press OK to toggle the check marks on the channel. Press BACK to confirm the selection(s).

# 21

## Access Control

With Access Control, you can lock or unlock the system, change the access code, lock channels, set purchase limits, set maturity ratings, and replace the access card (access card) when requested by DIRECTV.

To set access control options, navigate to the Access Control option on the main menu and press OK. In the menu that displays, use the ▲ and ▼ buttons to highlight your selection, then press OK to confirm the selection. Press BACK to return to the main menu.



Access to all of these functions can be restricted by an access code. If the access code mode was previously set to locked (details below) a lock icon displays in the banner.

You can view settings including Channel Lock, Purchase Limit, and Maturity Rating without unlocking your system. However, you must unlock it to change any of these settings. Unlocking the system (if locked) requires knowledge of the correct access code.

### Lock/Unlock the System

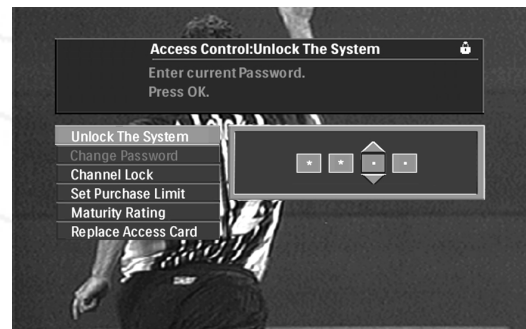


Your satellite receiver can be locked or unlocked.

When it is locked, the system will prompt you to enter the password whenever you want to change settings in the following: lock channels, change maturity levels, change purchase limits, change the password, or replace the access card.



A locked system is indicated by the lock icon in the banner. To unlock the system, enter the password as described below.



#### To lock or unlock the system:

Choose Lock/Unlock the System from the Access Control menu.

When the system prompts you for an password, enter it using the numeric buttons on the remote control. After the last digit is correctly entered, the password is automatically validated.

### Change Password

The password is four digits. You can change it at any time. Be sure to write it down in case you forget it.

#### To change your password:

1. Be sure you have unlocked the system using the steps above.
2. Choose Change Password from the Access Control menu and press OK.
3. Enter the current password using the numeric buttons on the remote or by using the ◀ and ▶ buttons to move from one field to another. Use the ▲ and ▼ buttons to scroll password numbers. Press OK.
4. Enter the new password.  
You will be prompted to enter it again to verify it. Press OK. Press BACK to return to the previous menu.

## Channel Lock

Locking channels prevents a viewer from accessing the channels by requiring that the password be entered first. You must lock the system to enforce these settings. Locked channels are indicated by the lock icon to their right. Use the ▲ and ▼ buttons to choose Manual Lock, Lock All, or Unlock All.

**Manual lock** lets you lock individual channels. When you choose this option, a list of all available channels displays. A lock icon to the right of the channel name indicates that it is locked. Use the ▲ and ▼ buttons to navigate to a channel. Use the PAGE +/- buttons to scroll by a full page. Press BACK to confirm the selections and go the previous menu.

**Lock All** lets you lock all channels. Use the ▲ and ▼ buttons to highlight either Yes or No, then press OK to confirm the selection and go the previous menu.

**Unlock All** lets you unlock all channels. Use the ▲ and ▼ buttons to highlight either Yes or No, then press OK to confirm the selection and go the previous menu.

Press BACK to return to the previous menu.

## Set Purchase Limit

You can set a price limit on pay per view programs up to \$655.35. This limit is per program; it is not a cumulative limit.

### To set the Purchase Limit:

1. Choose Purchase Limit from the Access Control menu and press OK.  
A dialog displays the current purchase limit.
2. Enter the purchase limit using the numeric buttons on the remote. Or, use the ◀ and ▶ buttons to move from digit to another, then use the ▲ and ▼ buttons to scroll the numeric entry for each digit.
3. Press OK to confirm the selection.

## Maturity Rating

Maturity ratings help you determine a program's content, similar to the way films are rated. For example, a rating of "G" is a program suitable for general audiences, while a rating of "R" might be suitable for adult only viewing. When you lock a particular rating, all ratings exceeding the locked rating are automatically locked as well. For example, if you lock "NC-17", "R" will be automatically locked. Locked programs are displayed in the Guide and the Lock icon is displayed in the banner. To view a locked program, you must first enter an access code. You must lock the system to enforce these settings.

### To set the Maturity Rating:

1. Choose Maturity Rating from the Access Control menu and press OK.  
A ratings list displays. A lock icon to the right of the rating indicates that it is locked.
2. Use the ▲ and ▼ buttons to navigate to a rating.
3. Press OK to confirm the selection.



# 22 Replace the Access Card

Your service provider may periodically send you a new access card. You will need to use this card in place of the current card.

## To replace the Access Card:

1. Choose Replace Access card from the Access Control menu and press OK. Be sure the current access card is inserted in the satellite receiver.

The system prompts “Copying OLD access card information...”

2. When the system prompts you, remove the old card, insert the new card and press OK.



Data from the old card will be copied to the new card and the system will prompt you when the procedure is complete.

3. Press OK to return to the previous menu.
4. Discard the old card, it no longer works.

# 23 Preferred language

Many programs are broadcast with program guide information and audio tracks in different languages. You can choose the language you prefer for the Menu and Guide and for the audio track.

**Note:** *Not all programs offer multiple languages. If the selected program is not available in the preferred language, it defaults to the first listed audio track.*

## To choose the preferred language:

1. Choose Preferred Language from the main menu and press OK.
2. Use the ▲ and ▼ buttons to choose either Menu & Guide or Audio Track. The currently selected language has a checkmark to its right.
3. Use the ▲ and ▼ buttons to choose the preferred language from the list.
4. Press OK.
5. If desired, repeat steps 2-4 to change the other option.

## Purchases

Use the Purchases dialog to view completed or pending purchases.

### Completed Purchases

Completed Purchases displays a summary of your past purchases including the program and channel name, program date, presentation start and end time, price, and whether the program was viewed or cancelled. Information for all past purchases is stored on the access card and displayed with the most recent purchase first.

#### To view completed purchases:

1. Choose Purchases from the main menu and press OK.
2. Use the ▲ and ▼ buttons to choose Completed and press OK.  
A list of completed purchases displays indicating whether they were viewed or cancelled. You can scroll through the list using the ▲ and ▼ buttons or using the PAGE+/- buttons to scroll by a full page.
3. Press BACK to return to the previous menu.

### Pending Purchases

The Purchases: Pending screen displays all pay per view (PPV) programs that you have purchased but have not yet viewed. You can cancel any PPV programs which you have not yet watched or did not watch. Information displayed to cancel a purchase includes the program and channel name, program date, presentation start and end time, price, and rating. Information for all purchases is stored on the access card and displayed with the most recent purchase first.

**Note:** You cannot cancel a PPV purchase if you have already tuned to the program.

#### To cancel purchases:

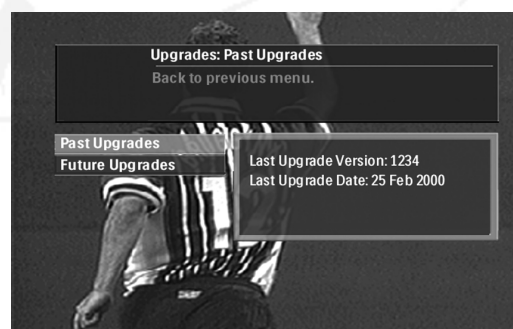
1. Choose Purchases from the main menu and press OK.
2. Use the ▲ and ▼ buttons to choose Pending. Press OK.  
A list of pending purchases and purchases that were ordered but not viewed displays. You can scroll through the list using the ▲ and ▼ buttons or using the PAGE+/- buttons to scroll by a full page.
3. To delete a pending purchase, highlight it and press OK. The checkmark disappears from the right of the program's name.
4. Press BACK to return to the previous menu. All unchecked programs will be deleted from the pending purchases list.
5. If desired, you can verify the purchase was canceled by viewing Purchases: Pending.

## Upgrades

The Upgrades dialog displays information about past and future upgrades which is helpful if you need to report problems to a customer service representative. The information presented is for viewing only.

#### To view Upgrades:

1. Press MENU on the remote.
2. Choose Upgrades from the main menu.
3. Press OK to return to the previous menu.



### Software Upgrade Message

When DIRECTV schedules or transmits a software upgrade, you will be notified by an onscreen message. Once a software upgrade is complete, your satellite receiver is ready to use. Old software cannot be restored.

Your digital satellite receiver is able to receive upgrades or modifications to some of its features and functions. These modifications will occur automatically, usually at times when the receiver would likely be turned off. If your receiver is on when an upgrade or modification is sent, you may experience a disruption in reception for a minute or two. Your reception should return to normal after the modification is complete. Your receiver must be plugged in to receive upgrade. Do not unplug your receiver while an upgrade is in progress. Please consult the Upgrade Menu to find a schedule of upgrades or modifications planned by DIRECTV.

## Mail



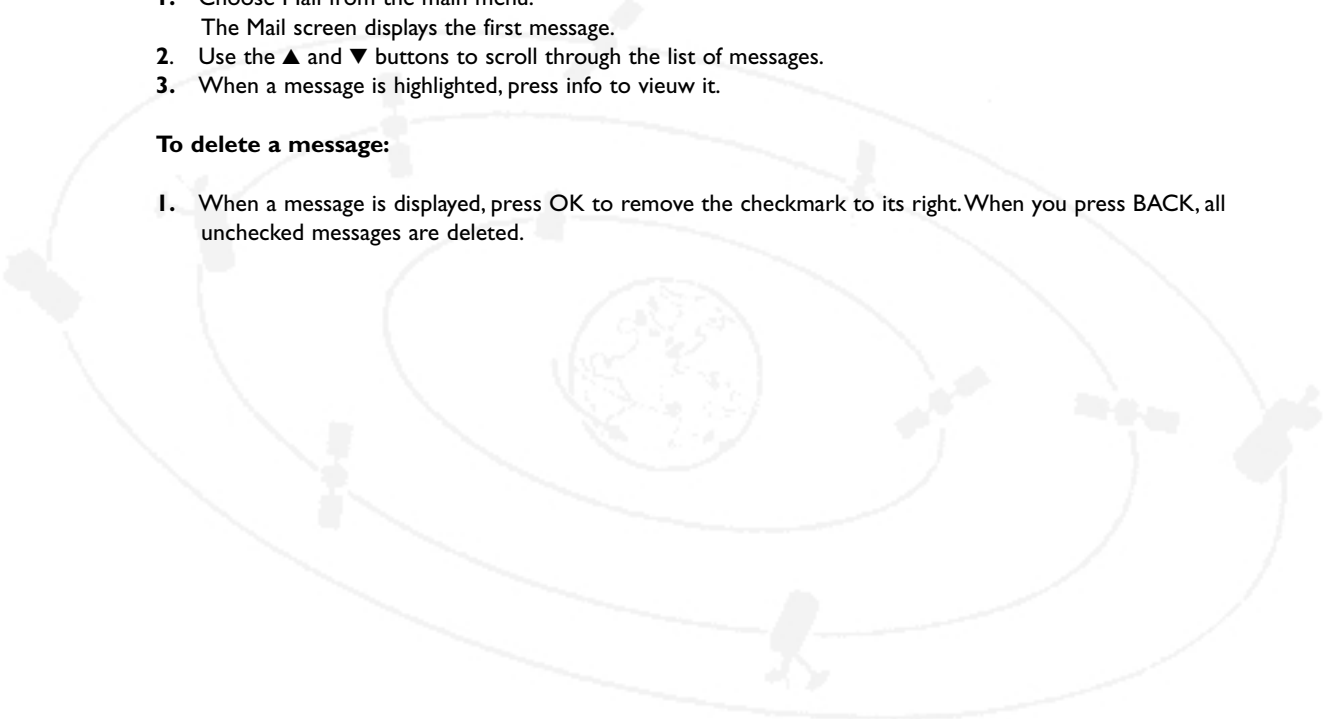
Your service provider will periodically send you messages. When you receive new mail, the pigeon mail icon appears at the logo space on the main menu and Guide. You can view and delete messages. Each message includes the date and time it was sent. A maximum of 30 messages can be stored. When new messages are received, the oldest message is automatically deleted if the maximum amount of messages is exceeded. The banner on the Mail screen indicates how many messages you have.

### To view mail:

1. Choose Mail from the main menu.  
The Mail screen displays the first message.
2. Use the ▲ and ▼ buttons to scroll through the list of messages.
3. When a message is highlighted, press info to view it.

### To delete a message:

1. When a message is displayed, press OK to remove the checkmark to its right. When you press BACK, all unchecked messages are deleted.



# 24 Troubleshooting

## Where to Find Help

The banner area at the top of the display provides context sensitive help text based on the menu, sub-menu, or object you select. General help is available by highlighting the “?” icon at the bottom of the Guide screen and pressing OK.

Error messages that display onscreen are self-explanatory. A partial list of possible error messages is included in the table which follows. To remove an error message from the screen, press OK.

| <b>SYMPTOM</b>   | <b>POSSIBLE SOLUTIONS</b>   |
|--|---|
| <b>No picture, no sound, Power indicator does not light.</b> | <ul style="list-style-type: none"><li>■ Receiver is not plugged into the AC outlet or is not switched on.</li><li>■ Check AC outlet connection. Press the POWER button on the front of the receiver</li><li>■ Check connections from the satellite receiver to the TV.</li></ul>  |
| <b>Arrow buttons don't work.</b>                             | <ul style="list-style-type: none"><li>■ Make sure no objects obstruct the line of sight between the remote and the satellite receiver.</li><li>■ The remote may need new batteries.</li><li>■ See also “Screen is frozen.”</li></ul>  |
| <b>Cannot access program.</b>                                | <ul style="list-style-type: none"><li>■ Check that you are subscribing to the station to which you want to tune. Call your program provider if you are not sure.</li><li>■ Be sure the system is not locked as indicated by the lock icon in the banner.</li></ul>  |
| <b>Cannot order PPV program.</b>                             | <ul style="list-style-type: none"><li>■ It may be too late to purchase this program. Check for other showtimes.</li><li>■ Make sure the PPV option is not locked (see p. 31).</li><li>■ Program may exceed purchase limit.</li><li>■ Your access card may be full. Call DIRECTV.</li><li>■ Telephone cable not installed or attached correctly.</li></ul> |
| <b>Cannot cancel PPV</b>                                     | <ul style="list-style-type: none"><li>■ You cannot cancel PPV orders that you've watched or tuned to. However, you can cancel programs you've ordered but haven't watched even if it has already aired.</li></ul>   |
| <b>Guide does not tune to the selected program.</b>          | <ul style="list-style-type: none"><li>■ Press OK to select the program you highlighted.</li></ul>   |
| <b>Cannot display favorite stations</b>                      | <ul style="list-style-type: none"><li>■ You must set up your Favorites list before favorite channels will display (see p. 30).</li></ul>  |
| <b>Locks not working</b>                                     | <ul style="list-style-type: none"><li>■ Check that the system is locked (see p. 31).</li></ul>  |
| <b>Cannot access lock screens</b>                            | <ul style="list-style-type: none"><li>■ The system must be unlocked before you can make changes to the access control lock settings (see p. 31).</li></ul>  |
| <b>Cannot lock or unlock the system.</b>                     | <ul style="list-style-type: none"><li>■ Make sure you enter the correct password. If you've lost or forgotten your password, call DIRECTV.</li></ul>  |

**SYMPTOM****■ POSSIBLE SOLUTIONS****No picture.**

- Make sure all power cords are connected.
- Make sure the TV input is set properly.
- Make sure the TV source is set properly on the TV. Press the TV/SAT button on the remote.
- Check that the receiver is on. Check that the access card is inserted properly in the receiver (see p. 16). If you are receiving only a few stations, call DIRECTV to have your programming activated.
- Check the satellite antenna's signal strength (see p. 18). To ensure a quality picture, make sure the signal is coming directly from the receiver and not through your VCR. Call DIRECTV for details.
- Make sure the RG-6 cable is properly connected to the antenna's LNB.
- Check the cable for kinks.

**Alternate audio track is not available.**

- Not all programs offer alternate audio tracks and are indicated by the I-II symbol in the banner. Press ALT AUDIO to see a list of available languages.

**Audio track language is incorrect.**

- Check the default language settings (see p. 33). The program provider may not make available all the languages displayed in the Language screen accessed in the main menu.

**Access card problems.**

- Check that the card is inserted properly (see p. 16). Call DIRECTV.

**Remote control doesn't work.**

- Make sure the batteries are inserted correctly (see p. 12) and are not dead. Be sure you are within operating range of the receiver.

**No sound.**

- Make sure the Mute isn't on.

**Volume too high.**

- Set TV volume to medium loudness. For Philips TV sets only, you can adjust the volume with remote.

**Screen is frozen or completely black, or Power button doesn't work.**

- Try turning the satellite receiver power off and on again.
- Make sure the TV and VCR are set to the correct channel.

**You see a message that says a software upgrade is available.**

- Select *Update Now*. New software is available and will be installed on your satellite receiver automatically. Doing so is in your best interest because new features will be available and/or possible difficulties will be corrected.

**LNB has a short circuit.**

- Check for kinked cable.

**During zapping, box does not go to the next channel.**

- When Favorites or Themes are selected, only selected channels will display in the Guide.

# 25 Glossary

## A

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- access card** A credit-card-sized plastic card that uses Access card technology to control authorizations.
- alternate audio program** Alternate Audio Program lets viewers choose an alternate audio channel which may broadcast a different language, or alternate versions of the audio program.
- azimuth** The angular distance from true north, along the horizon, to the satellite. It is used during the process of setting up the left and right adjustment of the dish antenna. Azimuth and elevation angles are displayed on a set-up screen based on a zip code and/or latitude and longitude.

## C

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- CAM** Card Access Module.
- CC** When this symbol is displayed, the audio track is presented as text on the viewing screen. This is referred to as close captioned.
- channel** Channels are defined in the DIRECTV system to transmit a specific sequence of programming. Once defined, the program guide lists programs by channel, allowing a customer to select a particular show. Valid channel numbers range from 0000 to 9999, but not all possible channels are defined and not all defined channels transmit programming all the time.

## D

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- DIRECTV** High-power, direct broadcast satellite system and programming, developed and managed by DIRECTV, Inc.

## E

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- EPG** Electronic program guide.

## F

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- favorites** A selection of channels that you like.

## G

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- guide** An onscreen television program guide. When you press GUIDE on the remote, you'll see a list of TV programs broadcast on each channel. You can highlight a program title for more information about a program.

## I

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- IPPV** Impulse Pay Per View - a PPV offering that can be purchased in the home directly by the customer. This function is only available when your telephone line is connected to the satellite receiver. Purchases are captured by the access card and forwarded to DIRECTV at the next callback.

## L

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- letterbox** The format of a program or movie originally created for a 16 x 9 theater screen. When a letterbox program is viewed on a 4 x 3 television screen, a black area appears above and below the picture to preserve the aspect ratio.
- lock symbol** If you see a symbol of a lock, it means program can be viewed only by authorized people.

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**M**

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**MPG** Master program guide which lists the programming for all available channels.

**P**

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**Pay per view** A program that has an associated viewing cost, and which may be purchased separately from any package or subscription. This could include a movie, special program, sporting program, or an adult program.

**PPV** Pay per view.

**purchase limit** The maximum dollar amount of the PPV purchase balance allowed by the access card or purchase limit set in the menu. This limit is per-program rather than a limit on total spending. Also referred to as "spending limit".

**R**

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**rating limit** A limit set by the customer to prevent unauthorized viewing of programs with a rating at or above the set limit. For example, if a limit of R has been set, then programs rated R, TV-M, NR-Mature, or NC17 cannot be viewed without first entering a access code.

**rating level** Standard rating levels applied to movies and other programs to help customers determine the amount of strong language, violence, and/or sex contained in that program.

**S**

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**scroll** A method of moving around a web page or text box when the contents are too big to fit the screen or box. When you scroll, part of the page becomes visible onscreen, while another part moves offscreen. To scroll, you select an arrow pointing down (to see more at the bottom) or up (to see more at the top), or press the PAGE +/- button on the remote.

**spending limit** See purchase limit.

**SPG** Special program guide; for example, a program guide which contains only programs of a selected theme.

**T**

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**tuner** A device that receives television signals and determines which TV channel is displayed. Most VCRs have tuners in them. The Philips satellite receiver also has a tuner.

# 26 Appendix A - Installation in expert Mode

Expert mode installation offers the ability to set the telephone prefix and application type, and includes a more detailed system test dialog.

**To access the expert installation menu:**

1. Simultaneously press OK and MENU on the satellite receiver front panel. The first time the system is brought up, you can also access this menu from the Welcome screen.

## Telephone Prefix

Some telephones require that you dial a prefix to reach an outside line. This function lets you set the prefix.

**To define the telephone prefix:**

1. Press MENU and OK on the satellite receiver front panel.
2. Choose Installation/Telephone Prefix.
3. Use the ◀ or ▶ buttons to move between None and Prefix.
4. To set the prefix, press the up or down arrow buttons until the correct prefix number is displayed.
5. Press BACK to return to the Installation menu.

## Application Type

Your satellite receiver can run special applications.

**To run a special application:**

1. Press MENU and OK on the satellite receiver front panel.
2. Choose Installation/Application Type.
3. Press the up or down arrow buttons to choose either Normal or Special.
4. Press BACK to return to the Installation menu.

## System Test

Two types of system test are available: standard and expert. The expert test offers these additional functions: Macrovision State, Colorburst State if Macrovision Enabled, Memory Status, SRAM Status, Hardware Modification Version, Demodulator Status, Market ID, Hexadecimal diagnostic information.

**To view the system test:**

1. Press MENU and OK on the satellite receiver front panel.
2. Choose Installation/System Test.
3. Press the up or down arrow buttons to scroll through the list of tests or the PAGE+/- buttons to scroll by a full page.
4. Press BACK to return to the Installation menu.



# 27 Specifications

## Video Decoding

- MPEG-2 compliant (up to Main Profile/Main Level)
- Video bit rate: up to 15 Mbit/sec
- Video format: 4:3 and 16:9
- Resolution: up to 720x576 pixels

## Audio Decoding

- MPEG-I layer II
- Sampling frequency: 48KHz
- MPEG-I system packets

## Satellite Antenna Interface

- RF input: F-type connector
- LNB supply: 0V / 14V / 18V
- LNB current: max. 300mA on 14V  
max. 450mA on 18V
- Tone switching (on/off): 22kHz

## Reception Demodulation

- QPSK Type
- Input frequency range: 950 to 1450 MHz
- Input level range: -69 to -23 dBm
- Symbol rate controlled by application: 20 Mbaud
- FEC ratio: 2/3, 6/7

## Input/Output Interfaces

- RF input
- Satellite input
- Video output: CVBS
- Audio output: Audio L/R
- Channel 3/4 (TV/VCR) output
- RJ-11

## Integrated telephone modem (Return Path)

- Built-in RJ-11 connector
- Modem type: v.22bis, Bell 212A, Bell 103
- Dialing mode: DTMF & pulse

## Descrambling

- Type: DES
- Implementation: internal
- Smart card: I for CA

## Electrical

- Main power supply: 110V (10%, 60Hz)
- Power consumption: max. 35W  
(Max. 450mA of LNB current)

## Environmental

- Temperature
  - Operating: 5 to 45°C
  - Storage: -10 to 70°C

## Physical Dimensions

- Size: 15 in. (W) x 2.8 in. (H) x 11.4 in. (L)  
(380 mm x 71 mm x 290 mm)
- Weight: 5.1 lbs. (2.3 kg)

## Package Contents

- DSX5250 digital satellite receiver
- IR remote control
  - Battery type: Two AA (included)
- Conditional Access (CA) Smart card
- Main power supply with cord
- User Manual

### KEEP IN A SAFE PLACE - FOR FUTURE REFERENCE

#### Digital Receiver

Model No: \_\_\_\_\_

SerialNo: \_\_\_\_\_

#### Smart Card

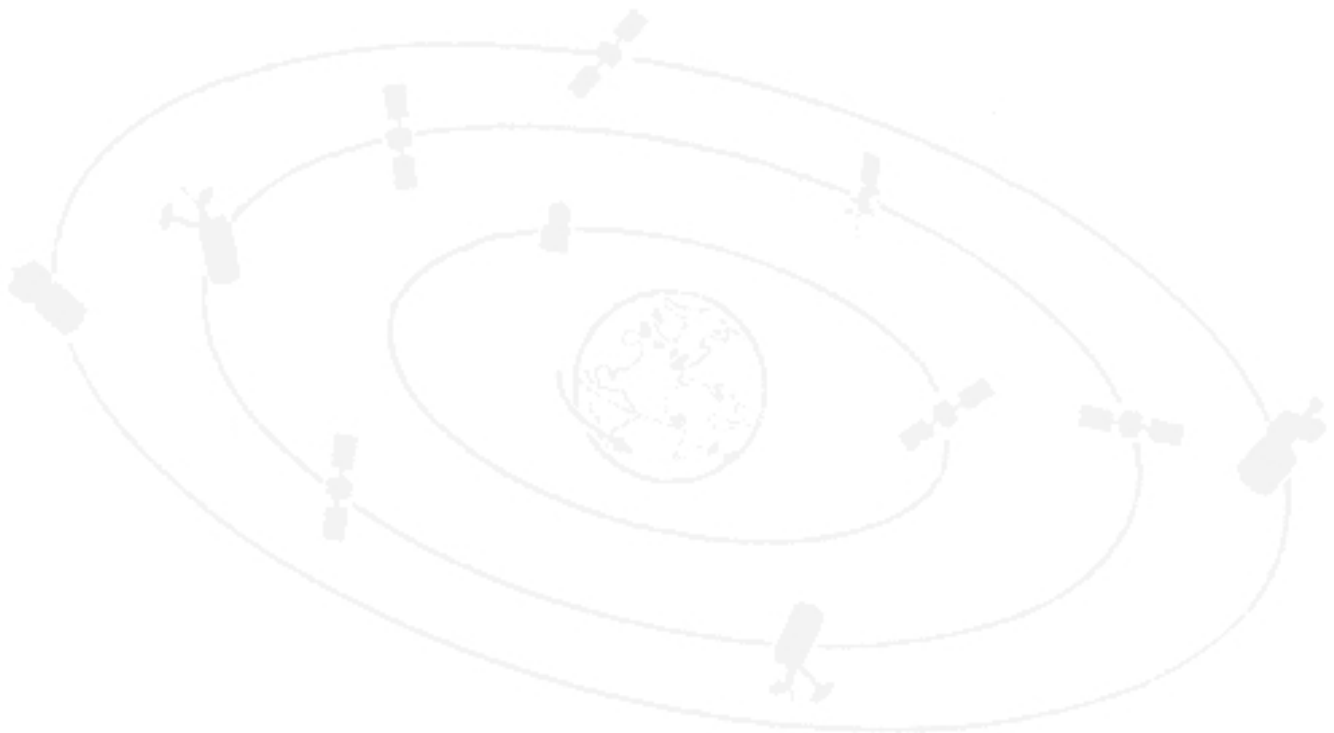
Card No: \_\_\_\_\_

#### Installer

Name: \_\_\_\_\_

Adress: \_\_\_\_\_

Tel.No \_\_\_\_\_



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Model no. of product  
**DSX5250**

Date of purchase

day                      month                      year **2000**

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Dealer's name, address and signature

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