

# *Guided Setup*

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Professional installers can use Satellite Dish Guided Setup to test signal strength, position the satellite dish, and configure the Receiver for use with a multi-switch or new multi-satellite dish.



Notice the progress bar at the bottom of the screen. It can help you keep track of how far along you are in Guided Setup.



If you have connected your television or audio/visual equipment only to the Receiver's digital audio output, you will not hear any audio during Setup, or at anytime while you are navigating through on-screen menus.

## Overview

After following instructions in the *Installation Guide* to connect your DIRECTV Receiver with TiVo to your other audio/visual equipment, you can start Guided Setup for your DIRECTV® and TiVo services. Guided Setup includes three steps:

- Satellite Dish Guided Setup
- Activating DIRECTV® and TiVo Services
- Phone Setup

### Using the Remote Control

To complete Guided Setup, you use the remote control to move through screens and select menu items that on your television's display. You will use the remote control's navigation buttons (RIGHT, LEFT, UP and DOWN arrows) to highlight items, then press SELECT to choose a highlighted item and move to the next screen. The LEFT arrow typically returns you to a previous screen. For an introduction to the remote control, see "Introducing the Remote Control" on the inside front cover of this guide.

**Welcome.** When you first turn on your DIRECTV Receiver with TiVo, you will see a gray screen that says "Welcome. Powering up," followed by the **Welcome** screen shown to the left. Read the text on the screen then press SELECT to move to the next screen.

If you do not see the **Welcome** screen:

- Make sure your Receiver is plugged in and that the audio and video cables are connected correctly, as described in the *Installation Guide*.
- Make sure your TV is set to the correct video input. There may be a "Video" or "Input" button on your TV's remote. If you used RF cables to connect the Receiver to the TV, check that your TV is tuned to channel 3 or 4.

# Satellite Dish Guided Setup

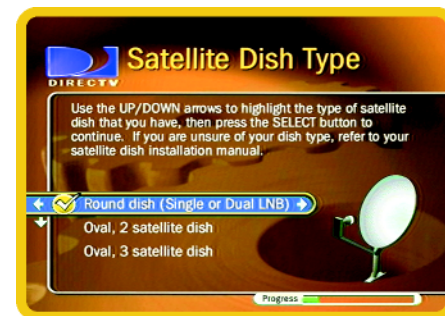
Satellite Dish Guided Setup tells the Receiver what type of satellite dish you are using, so you must go through it at least once, even if you are only replacing a receiver that was already working. Satellite Dish Guided Setup usually takes about five minutes, plus whatever time you may need to position your dish.

**Connect Cables.** After you press SELECT on the **Welcome** screen, you'll see a reminder to make sure all cables are properly connected to the Receiver and to your TV. If you need help connecting cables, see chapter two of the *Installation Guide*. Press SELECT when you are ready to continue.

**Satellite Dish Type.** Choose the type of satellite dish you have installed. If the manual for your satellite dish is available, you can find its type there.

Most people should select “Round dish, (Single or Dual LNB).” The most important feature of this type of dish is that it receives a signal from one satellite in the sky. Some manufacturers produce a dish that receives a signal from one satellite but is slightly oval in shape. People with those satellite dishes should also choose “Round dish (Single or Dual LNB).” One cable extends from a single-LNB dish to a home; two cables extend from a Dual LNB dish to a home (or to a multi-switch). Most new satellite dishes are Dual LNB.

An oval, two-satellite dish can receive signals from two satellites. An oval, 3 satellite dish receives its signal from three satellites. 2 and 3 satellite dishes are always Dual LNB.



If you have a Dual LNB dish or an Oval 2 or 3 satellite dish, then you have two coax cables coming from your satellite dish. Future service updates from TiVo will take advantage of this second satellite input. If you want to have the new features enabled automatically when they become available, you should prepare by connecting the second coax cable to the "Satellite 2" input now. (For more information see your *Installation Guide*.)

To select a satellite dish type, press the UP and DOWN navigation arrows to highlight the type of satellite dish you have. Note that as you highlight the different satellite dish types, the picture on the right side of the screen changes. To see the next screen, highlight the type of satellite dish you are using, then press SELECT.



Round dish (Single or Dual LNB)



Oval, 2 satellite dish



Oval, 3 satellite dish



**Zip Code.** Use the number keys on your remote control to enter your zip code. The Receiver uses your zip code to determine the direction your satellite dish should point. Press SELECT to see the next screen.

**Satellite Dish Direction.** Based on your ZIP code and dish type, this screen shows roughly how to position your satellite dish. You will fine tune the position later on during Satellite Dish Guided Setup at the **Test Satellite Signal Strength** screen.

Before positioning the dish, be sure the mast (the pole on which the dish is mounted) is straight up and down. For 2 satellite or 3 satellite dishes, the screen provides a required tilt in addition to side-to-side (azimuth) and up-down (elevation) information available for round satellite dishes. Professional satellite installers are available in most areas to ensure correct installation. If your satellite system was installed by a professional, the satellite dish direction should be correct. To see the next screen, press SELECT.



**Satellite Dish Checklist.** The items on this list help ensure you receive a clear satellite signal. To see the next screen, press SELECT when you are satisfied that each item is complete.

**Test Satellite Signal Strength.** You use this screen to check the strength of the signal received by your satellite dish. It lets you see the signal strength from individual transponders one at a time. To be sure you receive all your channels, you should check signal strength on several transponders. (A transponder is a piece of radio equipment on a satellite. DIRECTV's transponders receive information from DIRECTV and rebroadcast it to your satellite dish. Different channels are rebroadcast by different transponders, and different satellites have different numbers of transponders.)

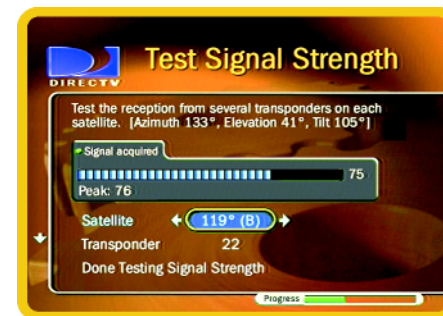
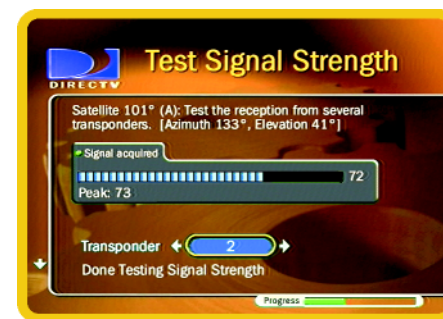
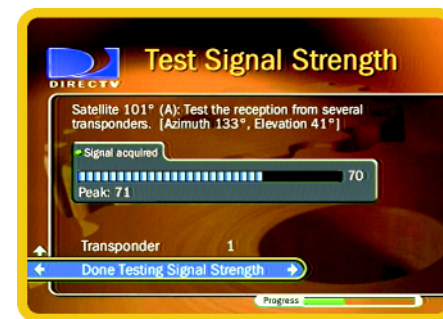
*Note:* You can check signal strength while you adjust the pointing of your satellite dish. The signal strength meter on this screen provides audio feedback—a tone that becomes higher pitched as the signal gets stronger. You may be able to turn the volume on your TV up so you can hear the tone while you adjust the position of your satellite dish. Alternatively, you might have someone watching the signal strength meter and then reporting through a cell phone or walkie-talkie to the person who is adjusting the satellite dish.

- To change the currently selected transponder, use the UP arrow to highlight the transponder number. Press the RIGHT or LEFT arrow to change the transponder. It is best if each transponder has a signal strength above 60.

If you have a 2 or 3 satellite dish, you should check the signal strength from transponders on each satellite.

- To change the selected satellite, press the UP arrow until the satellite number is highlighted. Press the RIGHT or LEFT arrow to change the satellite.
- Press the DOWN arrow to highlight the transponder number, then press LEFT or RIGHT arrow to check the signal on different transponders on that satellite.

When you have finished testing the signal strength, press SELECT to highlight “Done Testing Signal Strength,” then press SELECT again to see the next screen. If you can not acquire a good satellite signal, see **Satellite Signal Troubleshooting**, on the next page.





**Confirming Setup.** There is a short wait at the next screen while the Receiver confirms your setup. When it is finished, press SELECT to continue. Another short wait follows while the Receiver gathers the list of channels from the satellite. When it has finished, the **Program Guide Data** screen appears automatically.



**Satellite Signal Troubleshooting.** If you encounter problems during Satellite Dish Guided Setup, an error screen will provide possible options. For example, you may have made a mistake entering your ZIP code or the type of satellite dish you are using.

If you are trying to set up the Receiver, you should choose one of the options that redo part of Satellite Dish Guided Setup. For example, if you received the “Satellite Info Error,” you can choose “Try Again to Acquire Information.” You can also choose to redo Satellite Dish Guided Setup. This allows you to check that your ZIP code and satellite dish type are correct. If you repeat Satellite Dish Guided Setup and still receive error notifications, it is possible that your satellite dish is not pointed correctly or the dish or multi-switch is miswired. You can check the cabling, or consult a professional satellite system installer.



If you are trying to bypass Satellite Dish Guided Setup—for example, if you are setting up the Receiver in a place without a satellite signal—the bottom choice on the error screens allows you to continue without resolving potential problems. While you may receive fewer or no TV channels, you can still watch programs recorded to the **Now Playing List**.

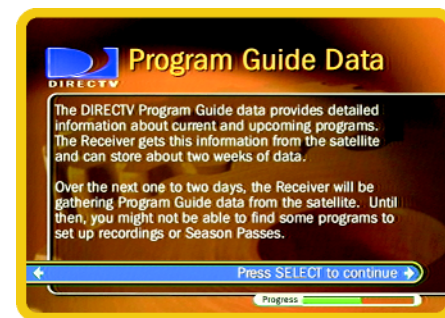


**Program Guide Data.** Over the first 1 to 2 days, the Receiver will gather and index up to two weeks of program data from DIRECTV's satellites. Program data includes program titles, times, channels and descriptions and much more.

Many of the Receiver's features use program data. Although you may be able to use such features immediately, you may not be able to find all the programs you are looking for until the Receiver has gathered all of its program data. If programs you are looking for do not appear in the program information, check on them again after the Receiver has been set up for a while.

Until the Receiver has gathered all of its Program Guide Data, many screens will have notices that tell you that Program Guide Data is being acquired. These notices appear at the bottom of screens.

**Steps to Activate.** This screen explains the next steps of Guided Setup, activation of the DIRECTV® and TiVo Services. When it appears, press the LIVE TV button on your remote control and go to the next page of this manual.

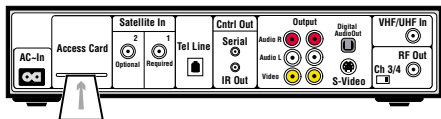


If the Receiver is low on Program Guide Data, this message at the bottom of screens tells you how much Program Guide Data it has.

## Activate DIRECTV® and TiVo Services

You can activate both your DIRECTV® and TiVo Services with one quick phone call. To complete the phone call:

- The Receiver should be on, tuned to channel 100, and receiving a signal from the satellite dish. (You should see special programming from DIRECTV on channel 100.)
- You will need the number on your DIRECTV access card and the make, model and serial number of your Receiver. This information is on a sticker on the inside back cover of the *Installation Guide*, or on the **System Information** screen. (You'll find **System Information** by pressing the MENU button, and then selecting **Messages & Setup**.)
- *Important!* The access card that came with your DIRECTV Receiver with TiVo must be inserted in the appropriate slot in back of the Receiver.



Remember to place the access card in the appropriate slot in back of the Receiver.

When you are ready, call 1-800-DIRECTV (1-800-347-3288) to activate your DIRECTV® and TiVo Services.

- *Important!* Be sure to tell your customer service agent that you have a “DIRECTV with TiVo” satellite receiver and that you want to activate the TiVo Service. Without the TiVo Service, your Receiver will not be able to record programs

After you have activated the services, you can begin Phone Setup, the last step of Guided Setup, by pressing the TiVo button.



**What does the TiVo Service provide?**

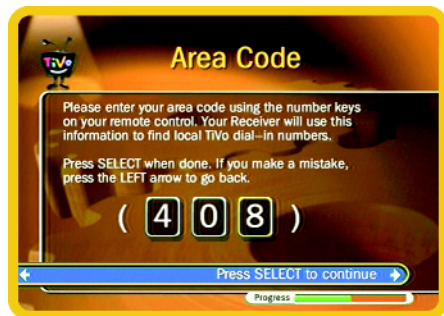
The TiVo Service provides your DIRECTV System with TiVo's Personal TV functions. Without the TiVo Service, the Receiver functions only as a DIRECTV Receiver, without recording capability.

The TiVo Service includes the ability to record programs, create Season Passes and WishLists. It also gives you access to TiVolution Magazine, Network Showcases, and TiVo's Suggestions, as well as several quick, convenient ways to find programs to you want to record. Another wonderful thing about the TiVo Service is that it improves with time, providing you with enhancements that keep you up to date with new features we're always creating.

Activate today! Don't miss a single day of TiVo—TV your way™.



After you use the TiVo Service for a while, you'll probably dream up a few features you wish you had. If you would like to tell us about your suggestions for improving TiVo Central or any of the menus or features, please contact TiVo at 1-877-FOR TiVo (1-877-367-8486).



**Your Receiver should NOT be used with any digital PBX phone system. Doing so may permanently damage your Receiver's modem and will void your warranty. Digital PBX phone systems allow many phones to share a single telephone number and are usually used in hotels and offices. If you are installing the Receiver in your home, it is unlikely you are using a digital PBX phone system.**

## Phone Setup

**Press the TiVo button on your remote control to start Phone Setup.**

**Final Steps.** The last step of Guided Setup, Phone Setup, begins automatically the first time you press the TiVo button on your Remote Control. The Receiver will make a brief call during Phone Setup and will automatically make a short call each day to communicate with the DIRECTV and TiVo Services, so a telephone line should be connected to the Receiver, as described in the *Installation Guide*. The Receiver makes a brief daily phone call to get updates to the TiVo Service, TiVo!ution Magazine, and Network Showcases, and for Pay Per View functionality.

Phone calls made by the Receiver generally happen late at night. By default, the Receiver will not pick up the phone if the line is busy. If you pick up the phone while the Receiver is using the line, the modem will begin to disconnect. You should hang up, then pick up the phone again to get a dial tone.

**TiVo Service Terms.** This screen appears after the **Final Steps** screen. The full TiVo Service Agreement is printed in chapter 8 of this guide, and on the TiVo web site at [www.tivo.com](http://www.tivo.com). We encourage you to read through it. If you agree to the terms of the TiVo Service Agreement, press SELECT on this screen to continue to Phone Setup.

**Area Code.** You can use the number buttons on the remote control to enter your area code on this screen. TiVo uses your area code to determine which local dial-in numbers are available. If you make a mistake, you can use the LEFT arrow to highlight a previous number, then press a number key to replace it.

**Phone Dialing Options.** Most people will not need to change the settings the Receiver uses to dial out. However, if your phone system uses special dialing options, select “Yes.” See “Change Dialing Options” on page 88 for help with the various settings.

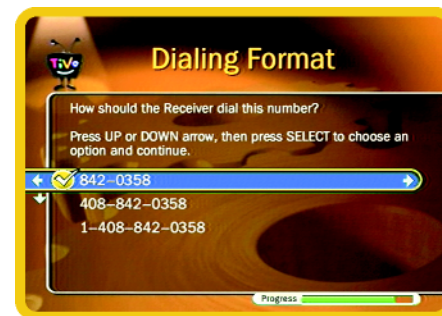
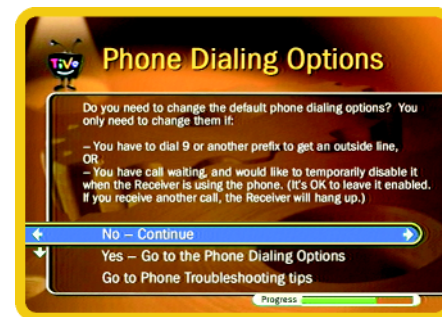
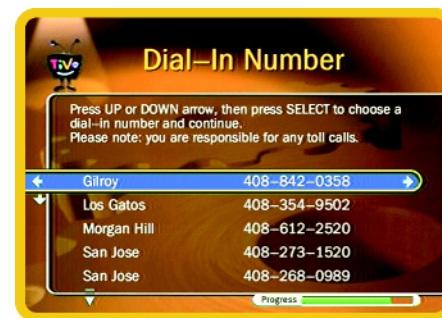
**Update Dial-In Numbers.** The Receiver makes a toll-free call to get a list of local dial-in numbers. The call usually takes less than five minutes and the status of the call displays on the screen. If the call fails, check the Troubleshooting section of this guide, starting on page 97.

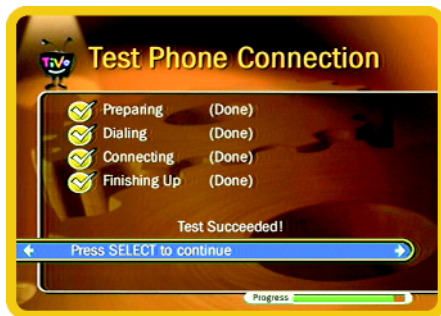
**Dial-In Numbers.** After the call completes, you’ll see a list of dial-in numbers for your area code. The list may be too long to fit on one screen. When the highlight bar is at the bottom of the screen, pressing the DOWN arrow will show more numbers. Use the UP or DOWN arrow to select the number you want to use to call the TiVo Service.

- If your area code has no access numbers, try a nearby area code. (You can return to the **Area Code** screen by pressing LEFT arrow.)
- If you cannot find a number in your local calling area, select “None of the above.” (You may have to press the CHAN DOWN button to see “None of the above.”)

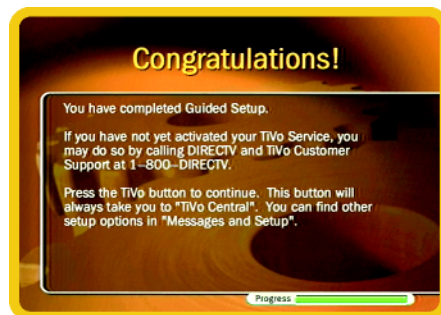
**No Local Numbers.** If you chose a local dial-in number, you will not see this screen. If you selected “None of the above” on the **Dial-In Numbers** screen, select “Request 800 number authorization” here. Selecting this option temporarily selects the toll-free number and submits a request to use the toll-free number to TiVo Customer Care. TiVo’s policy is to allow you to use the toll-free number if there are no local numbers available. TiVo will research available dial-in numbers at your location and send a message to your Receiver authorizing you to use the toll-free number, or suggesting a local alternative.

**Dialing Format.** Choose the dialing format you need. For example, should the dial-in number be preceded by your area code and should a “1” precede the area code? In some areas, even local numbers must be dialed using the area code.





**Test Phone Connection Call.** This screen appears while the Receiver tests the phone dialing options and local dial-in number you have chosen. You should see a message that says “Test Successful!” Press SELECT or RIGHT arrow to continue. If the phone test does not succeed, you may need to pick a different dial-in number, or change the dialing format. Use the LEFT arrow to go back to previous screens and make changes to dialing options.



**Congratulations!** You’ve completed Guided Setup. You can now press the TiVo button on your remote control to go to TiVo Central, or the DIRECTV button to go to the DIRECTV Menu. You can change your setup options from either of these menus.



**Care and Feeding of Your Receiver.** Your Receiver should remain connected to your satellite dish and plugged in to a live power source and a phone line at all times. This lets it record programs, make daily phone calls, and keep its data up-to-date.

**Moving Your Receiver.** If you take your Receiver with you to a location without satellite access—for example, on a weekend get-away to a cabin in the Peaceful Woods—you will still be able to connect it to a television and watch programs saved in the **Now Playing List**.

After completing Guided Setup one time, whenever you plug the Receiver in it will search for a satellite signal. When you see the message “Acquiring Satellite Information,” you can press the TiVo button on the remote control (don’t forget the remote!) to go directly to **TiVo Central**. From **TiVo Central**, programs in your Receiver’s **Now Playing List** are always available. If you start your Receiver without properly connecting it to a DIRECTV satellite signal, the Receiver will not show live TV or provide any live TV functions.

**Tours.** Now that you are finished with Guided Setup, you’re ready to have fun with your Receiver! We suggest you start with the five short tours provided in chapter two.