



**Customer Service 877.410.1653**

What to do if.....

1. **Blank Screen on TV:** Check your video input. Look for the **TV/Video or Input** button. **Press** the button until you get the picture. (Some TVs require you press enter)
2. **Change screen formats:** Press the **Format** button and on the bottom of the screen you are given the format options available. Viewing formats include 480 and 720 (Standard using RCA cables), 720i, 720p, and 1080i (for use with HD using Component or HDMI cables). It also offers cropped, stretched and pillar box options. Please check your **TV Manual** for required setting.
3. **DIRECTV receiver is it off or on:** In the front of the box there is a Power light.
4. **How do I turn on my DIRECTV receiver?** Press **On** for the TV and receiver.
5. **Closed Caption:** To turn on press the **Menu** button, select **Parental Fav's & Setup**, select **System Setup**, select **Display**, then arrow up once and arrow right once then press select. Then select the **Captioning Off/On** and press select and choose On or Off.
6. **I want to see Program Information:** While on the channel press the **Info** button.
7. **How to Record?** While watching a show, press the **Record** button then press **Select**. To record a future show from the **Guide**, use the arrows to highlight the show you want to record and press **Record**. Press **Record** once for the show and twice for the series.
8. **Play a Movie or Event:** Press **List**. Highlight the recording you want to play and press **Select**. Highlight **Play** recording and press **Select**.
9. **How to Delete a recording:** Press **List**. Highlight the recording you want to delete and press the **Dash** twice.
10. **Return to Live TV from playing a movie:** Press **Exit**.
11. **How to reset the receiver:** Flip open the access card door found on the front of the receiver to the left or right side. Press the red button labeled **Reset**.
12. **Searching for satellite message:** Check the weather. If there is a dense storm wait a few minutes for the picture to restore. If not, call Customer Service at **877.410.1653**
13. **Should I call DIRECTV or PCCTV?** To upgrade programming, if you have a receiver/box, call DIRECTV. For equipment, new service, service issues, call PCCTV.

**DIRECTV's Channel 1 and/or 201** are dedicated to showing you how to work your DIRECTV receiver and get the most from your service. Just tune to Channel 1 and/or 201 or you can click on this link <http://www.directv.com/DTVAPP/content/customerservice> for assistance.