

## Troubleshooting Tips

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### Problem:

**You are unable to move from one channel to another.**

### Possible causes

- Your remote isn't operating the receiver.
- You may be trying to select a channel that isn't displayed in the on-screen guide or in the favorites list you are using.
- You may be trying to go to a locked-out channel.
- Your receiver's Channel Lock feature may be active.

### Solutions

- Change the channel using the channel up/down buttons on the receiver. If you can change channels on the receiver, change the batteries in your remote.
- If you can't change channels from the receiver, turn it off and unplug it. After at least 15 seconds, plug the receiver back in and turn it on. Again, try changing channels from the receiver itself.
- Tune to a channel by entering the channel number on the remote's keypad. If this takes you to the correct channel, adjust your favorites list.
- Press the "guide" button on your remote. Then press the "fav" or "list" button several times. Watch for an indication at the top of the guide that you are moving from "all channels" to a particular favorites list.
- If you are locked on one channel only, your Channel Lock feature is likely active. Consult your system manual to unlock the rest of your channels.
- Enter your password, if necessary.
- See your system manual for information on managing favorite channel lists and locking out channels.

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**Vertical AV TV**  
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## Troubleshooting Tips

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### Problem:

**Channels are missing from your program guide and you cannot scroll to them.**

### Possible causes

- You may have mistakenly toggled to the "favorite channels list" mode, which only displays certain channels.
- A password may have been set to block out particular channels.
- You may be looking for a channel number we do not use to transmit programming.

### Solution

- Enter the missing channel using the remote's keypad. If this takes you to the correct channel, adjust your favorites list function.
- Press the "guide" button on your remote. Press the "fav" or "list" button several times and watch for an indication at the top of the guide that you are moving from "all channels" to a particular favorites list.
- See your system manual for information on managing favorite channels and locking out channels.
- Enter your password, if necessary.

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## Troubleshooting Tips

### Problem:

**Your screen is black. When you change channels, you may get the information bar with program title and description.**

### Possible causes

- Your TV is not receiving or displaying the signal from your DIRECTV® Receiver.
- Your receiver has correct guide information, but is not processing video correctly.
- You are viewing a channel where an upcoming sporting or special event is scheduled or has recently ended.

### Solutions

- Turn TV off and on.
- Turn DIRECTV Receiver off and on.
- Make sure light on front panel of receiver is lit.
- Press the "TV/DSS" button on the remote control or front panel of the receiver (not all receivers have this option).
- Reset the receiver by unplugging the power cord for 15 seconds.
- Check all cable connections between the dish, receiver and TV.
- If the picture is black, but the program title and description display in a banner the top of the screen:
  - If the problem is only occurring on a few channels, check the detailed description of the program through the on-screen guide on those channels. Often, we display a blank screen with a banner before and after a high-profile event to alert customers about the event.
- Reset the receiver by turning off and unplugging the power cord for 15 seconds.
- Run a signal meter test to check your signal strength (press "menu" and look under "setup" or "installation").
- If your signal strength is below 70 (or below 60 on HD receivers) in clear weather on transponders 1 and 2, see our troubleshooting steps for "Searching for satellite signal. Please stand by." You may see zero strength on transponders 4, 12, 18, 20, 26 and 28. This is normal in many areas. Your system manual shows how to run cables and point your dish.



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### Problem:

### **You have no picture and your screen is blue or green.**

Reference: <http://www.directv.com/DTVAPP/global/contentPage.jsp?assetId=1300019>

### Possible causes

- TV output setting.
- DIRECTV® Receiver may not be on.
- VCR or DVD is on when it should be off.
- The cable between your receiver and television may not be connected.

### Solutions

- Tune to the channel you use to watch DIRECTV® service, usually channel 3 or 4. If your DIRECTV receiver is connected in a more advanced way (using Audio/Video or S-Video cables), you may need to tune to Video 1, 2 or 00.
- Turn your TV off, then on.
- Turn your DIRECTV Receiver off, then on. When the receiver is on, the red or green light will stay lit.
- Press the "TV/DSS," "SAT," "DSS," "DIRECTV" or "INPUT" button on the remote control.
- If your TV has a "TV/Video" button on its front panel, you can use it to toggle between 3, 4, Video 1 and 2.
- Turn off your VCR, DVD and any other equipment connected to the receiver.
- Unplug the power cord for 15 seconds to reset the receiver.
- Make sure all cables are properly connected.

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### Problem:

### Your picture is breaking into squares or pixels.

Reference: <http://www.directv.com/DTVAPP/global/contentPage.jsp?assetId=1300020>

### Possible causes

- Severe weather (heavy rain or snow) can interfere with the signal, causing your picture to freeze frame or "pixelate."
- This may also happen if there are any obstructions (such as tree limbs, buildings, etc.) blocking your dish's clear view of our satellite, or excessive water pooling on the face of your dish's low-noise blockers (LNBS).

### Solutions

- Unplug your receiver for 15 seconds and it will reset itself.
- If there are obstructions blocking the dish's clear view of the satellite, you should contact a professional to remove them or a DIRECTV installer at 1-800-531-5000 to relocate your dish.
- If there is excessive water build-up on the LNBS, wipe them off with a soft cloth if your dish is easily accessible. When dry, apply silicone spray to allow the water to "sheet" off in the future. In cold, wet areas, a dish heater or dish cover can also aid in keeping the LNBS clear.
- If your signal strength is lower than 70 (60 or lower on HD receivers) on most transponders in good weather, contact a professional installer to realign your dish or call us at 1-800-531-5000. Your system manual explains how to check your signal strength.

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