

DIRECTV

In the event you experience any problems watching or controlling your TV, try these quick fixes:

Blue, Black, Frozen or Snowy Screen:

Your TV May Be On The Wrong TV Channel or Video Input:

If you are having trouble viewing programming make sure that the satellite box is on, that the power light on the front of the satellite box is on and make sure you are on the correct TV channel or video input (see below), with the remote that came with the TV (not the satellite box remote), or on the TV itself turn the TV channel to the correct channel (see bottom of the page), cycle through the TV video inputs until you find the correct input and a satellite picture.

Reboot Your Receiver: With the TV and satellite box turned on, unplug the satellite box from the electrical outlet on the wall or from the power strip, (the power cord for the satellite box is a flat black cable with white stripe), make sure all of the lights on the front of the satellite box are off, (if the lights are not off then you did not unplug the satellite box) wait about 10 minutes and then plug the satellite box back into the electrical outlet. Let the satellite box reboot itself. When finished rebooting, everything should be working, if not, please call us for service.

If you don't have access to where the satellite box electrical plug is located, you can reset the satellite box by pressing the reset button under the cover next to the smart card on the front right side of the satellite box receiver. This doesn't work as well as unplugging the satellite box. The satellite box will restart and should return to programming in just a few minutes.

Remote Won't Work:

Make sure the remote is in the satellite mode by sliding the switch at the top of your remote all the way to the right then back to the left. If this doesn't work, try replacing the batteries in your remote control. You may see a message on your screen regarding low battery strength.

Satellite Signal Message:

If you get an "acquiring satellite signal" message and it is raining your signal will be restored within minutes as the rain lets up. If the signal does not come back try rebooting your receiver see above. If you have had inclement weather and continue to have signal issues after the weather clears, make sure your dish antenna is not covered by snow, ice, or fallen objects. If it can be accessed safely and easily, gently clear your dish this is rare, and almost always temporary.

If the above quick fix's don't work call AKL Security during regular business hours at 877-445-5444

Receiver 1 type: _____

Receiver 2 type: _____

Room: _____

Room: _____

TV channel or video input: _____

TV channel or video input: _____

Receiver 3 type: _____

Receiver 4 type: _____

Room: _____

Room: _____

TV channel or video input: _____

TV channel or video input: _____

Tune to channel 201 for more help