



WHITE PAPER:

**USING THE NEW
DIRECTV HIGH-DEF GUIDE
WITH OLDER TV'S**

COMMERCIAL ACCOUNTS ONLY

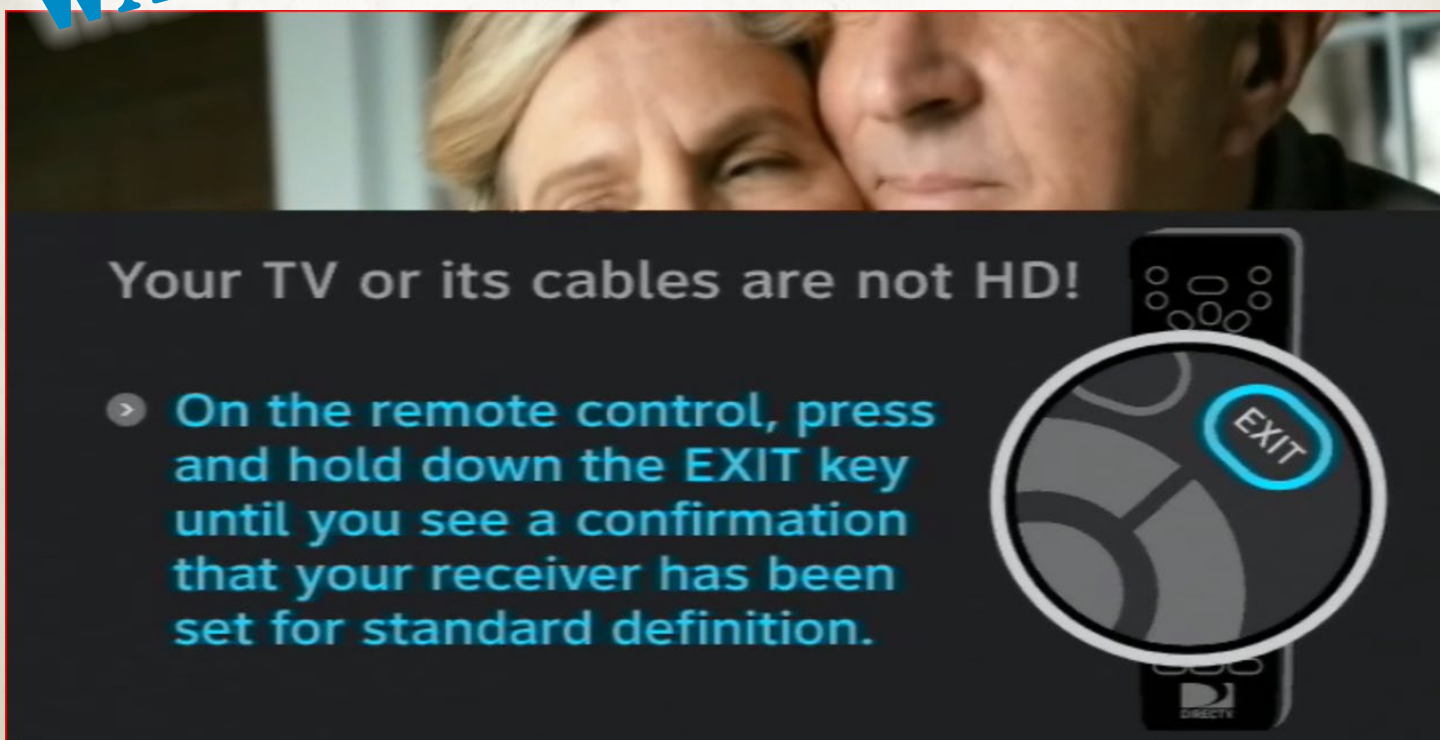
Exciting news! The new Hi-Def Guide has launched in select markets.



By the end of January, all Commercial customers should have the download. The guide is faster, smarter, and easier to use including a dazzling new look and feel, lightning fast scrolling and improved navigation. The software download is automatic and there is no customer action required. All HD and HD DVR boxes (excluding the H20) will get this download.

WARNING:

If you have connected your receiver to a standard-definition TV, you may see the message below.



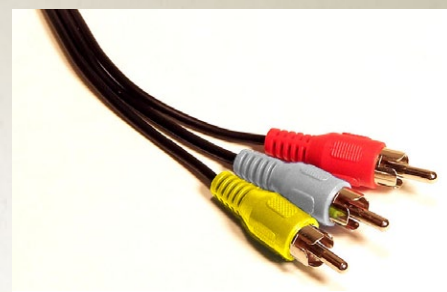
The new Hi-Def Guide is not designed to use both Hi-Def and standard outputs at the same time. If you see this message on the screen when any button is pressed, your HD receiver may be connected to a standard definition TV. There are several steps you can take to make this message go away.

FIRST THINGS FIRST:

Can you change the way your TV is connected?

If you are seeing this message on a newer, widescreen TV, all you have to do is change to newer cables. This should be easy if the receiver is close to the TV.

You shouldn't need to unplug the old cables, just plug an HDMI cable into the receiver and also into the TV. You may need to find the button on the remote marked **SOURCE** or **TV/VIDEO**. Push that button until you see the DIRECTV picture and the letters **HDMI**.



If you're still using the old red-white-yellow cables...



See if you can switch to the new-style HDMI cable.

IF THE RECEIVER CONNECTS TO ONLY ONE TV:

There's an easy fix. Just press the **RES** button on the front panel until 480i lights up.

This is easy to do and should provide a solution to the problem for older, standard-definition TVs that are connected to HD receivers.



The **RES** button is easy to find on all HD receivers and DVRs. The H25 receiver doesn't have lights on the front, so look at the TV screen. Push until you see **480i resolution** on the screen.

Sometimes it's not possible to reach the receivers. If you can't get to the receivers because they are too high or mounted



behind the TV, use the DIRECTV remote instead. Press the **FORMAT** button until you see **480i resolution** on the screen. It may take up to 10 button presses before you see 480i resolution displayed on the screen.

THERE'S A TEMPORARY FIX!

Use the **EXIT** button on the remote to temporarily switch to standard definition.

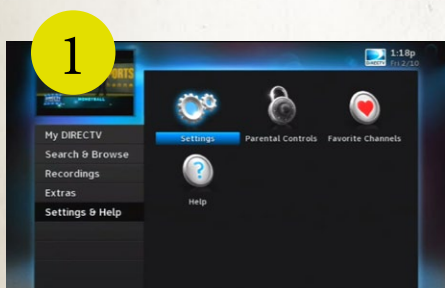
All you have to do is press and hold the **EXIT** button until you see the message shown below. The picture will be converted to standard definition and will stay that way until you press and hold **EXIT** again. If you don't see a difference in the picture, it's ok to leave it this way.

Your receiver is now set for standard definition. To return to previous HD settings, press and hold the EXIT key.

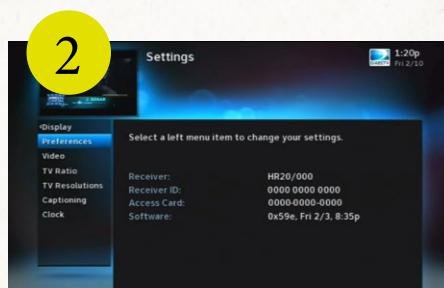


MAKING THE SOLUTION PERMANENT:

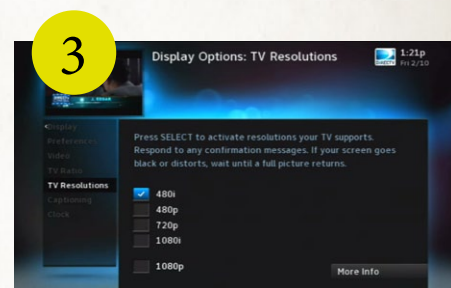
If these solutions have worked for you, it's possible to "lock in" the receiver so that it is always using standard definition and the message won't come back again.



Press the **MENU** button and scroll down to **Settings & Help**. Press the **SELECT** button.



Use the down arrow to highlight **DISPLAY**. Press the **SELECT** button. Then, use the down arrow to highlight **TV RESOLUTIONS**. Press the **SELECT** button.



Then, use the arrows and the **SELECT** button to "uncheck" everything but **480i**. Press **EXIT** when done.

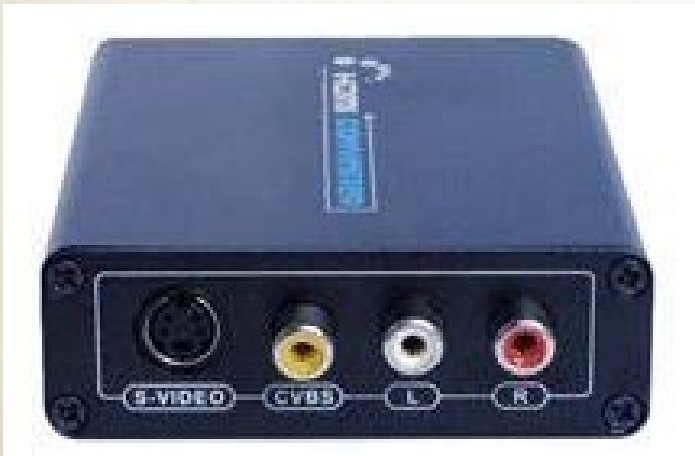
IF YOU RUN TWO TVs FROM ONE RECEIVER:

These solutions may not be enough for you.

If one TV is High-Def and the other isn't, you're probably using the HDMI cable to feed one television and the red/white/yellow cables to feed the other. Pressing-and-holding EXIT may work temporarily, but it may not make sense for a permanent solution. To fix the problem, you will need an adapter. The High-Def TV will either be connected by one HDMI cable or a set of red/green/blue cables. Choose the adapter that will work with the connection you **aren't already using**.

SOLUTION 1:

HDMI to COMPOSITE ADAPTER



The adapter box will need to plug into a power outlet.

To use an HDMI to composite adapter, plug an HDMI cable into the receiver and also into the adapter box.

Plug the red, yellow and white cables coming from the TV into the other side of the adapter box. In most cases, everything will "just work."

SOLUTION 2:

COMPONENT to COMPOSITE ADAPTER



The adapter box will need to plug into a power outlet.

To use a component to composite adapter, plug the red/green/blue cables into the receiver and also into the adapter box. Plug the red and white audio cables into the receiver and adapter box.

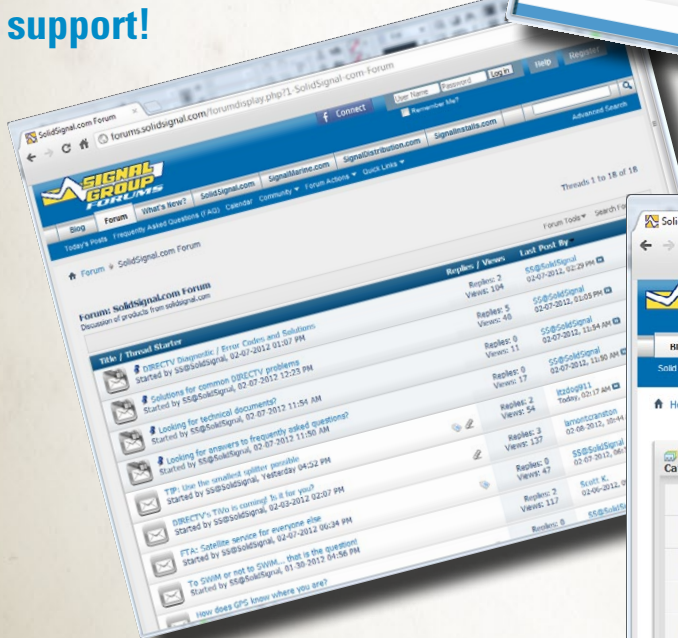
Plug the red, yellow and white cables coming from the TV into the other side of the adapter box. In most cases, everything will "just work."

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