

DIRECT TV ~ FREQUENTLY ASKED QUESTIONS

The DirecTV service at Tamarron is a commercial, or institutional type of account that has a number of benefits for owners, but also some drawbacks. The greatest benefit is the cost: \$17.45 per month. Included in this is the NFL Sunday Ticket at a cost of \$4.75 per unit *for the entire football season*. We are also receiving more than twice as many channels as we did previously (this does not include the 80 or so music channels, none of which we had before), at a savings of over 60%. In addition, we're receiving much more high-definition content, including 17 HBO and Cinemax channels. Below is a list of anticipated questions, and their answers.

1. Can I use my account to stream content to my other devices?
No. Our service is on a TACO account, not individual accounts.
2. We're not getting channel XYZ. Can I order that myself?
No. Again, this is a TACO account, and owners can't order their own channels.
3. Can TACO order channel XYZ?
This may be possible in the future, if enough owners want a particular channel.
4. Can I turn the service off when I'm away, so I don't have to pay for it?
No. Again, because this is a single group account, individual users cannot turn their service off.
5. I didn't order a DVR with the original order. Can I still get one?
Yes. The current price for a DVR is \$295.
6. I'm getting a new television. Will it have to be programmed to work with the new system?
Yes and no. The satellite box (or DVR) will work with the new television without any problem. However, the remote will need to be paired with the new TV.
Download (and print) the [Remote and Troubleshooting Guide](#) and follow the instructions.
7. I've been off property for several months. When I turned my television on, I'm seeing a message with "Error Code 722 – Your service needs to be re-activated." What does this mean?
If your receiver/television has not been used for 30 days or more, you may see this message. During normal hours, you can call TACO maintenance for assistance. Otherwise, call the Groove Entertainment Support Desk (801-994-3642) between 7:00 AM and 7:00 PM and they will walk you through the re-activation process. Outside of those hours, call DirecTV (877-389-5372) and they will do the same.

In an effort to avoid this issue as much as possible, we are having Groove/DirecTV "ping" all the receivers on property every 30-45 days. This resets the "re-activation clock" in your receiver or DVR to zero. However, your equipment needs to be plugged in and operating for this to happen. In other words, when you are off-property, make sure you don't turn off or unplug your receiver or DVR; otherwise you'll need to go through the process above.

NOTE: When you call Groove or DirecTV, you should have your Access Card Number handy. This is the 12-digit number found on the blue access card in your

receiver or DVR. This card is found in a slot on the right side of the receivers, or in a slot on the front of the DVRs. It would be a good idea to write this number down and keep it in a handy place.

8. I'm having problems with my remote. Sometimes it works and sometimes it doesn't. What can I do?

Make sure you use only the DirecTV remote to turn your television on/off, change channels, adjust volume, etc. Do NOT use your television remote for these functions. If it seems that your remote is not working, make sure there is a clear, unobstructed line-of-sight between the remote and the receiver or DVR.

9. I'm getting a message that says "No Signal". What does that mean?

Chances are that your TV is either:

- a. Not set on the correct source input. Most of the DirecTV receivers and DVR's are plugged into the HDMI-1 port on your television (some are plugged into the HDMI-2 port because that was more easily accessible during installation). This is where you may use your TV remote to make sure your source input is correct for your setup. You can also use the bottom right button on the DirecTV remote (Enter) by pressing and holding it for 3 seconds. Your source selection should appear.
or,

- b. Not connected to the DirecTV receiver or DVR. In all cases, this is done with an HDMI cable. Make sure this connection is secure and the cable is not crimped.

10. Just like with a computer, any number of glitches can be remedied by re-booting the receiver box or DVR. With the receiver box, this is done by pushing the little red button on the right side of the receiver. With a DVR, the red button is located inside a small door on the front-right. Push (don't hold) the button and let the device go through it's paces. The whole process should take 5-7 minutes.