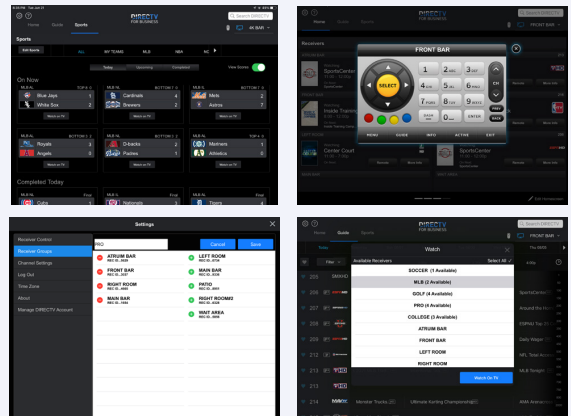


Remote app quick start guide

Here's what you can do with the DIRECTV FOR BUSINESS® remote app

- Control all DIRECTV receivers from one tablet
- See what's playing on every TV at a glance
- Browse the full programming guide instantly
- Rename receivers for easy identification
- Change channels on multiple TVs at once
- Set up QuickTune and favorite channels



Download the app and sign in


The DIRECTV FOR BUSINESS® Remote App is available in the Apple App Store for iOS or the Google Play Store for Android. Download and launch the app, then:

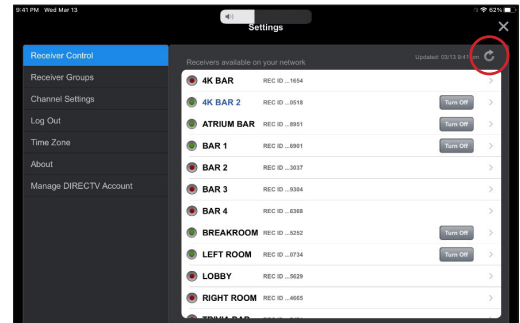
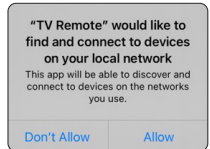
- If you are a registered user, **sign in** with your user ID (email address) and password.
- If you are not a registered user, please **create an account** at directv.com/register
 - Select **DIRECTV connect via satellite** and follow the prompts
 - Please ensure that you enter the information exactly as it appears on your account/bill statement

Ensure receivers allow tablet access to current program

- Go to Menu, select **Settings**, and choose Receiver Settings (H26K/H44) or Whole Home (H25)
- Select **External Devices**, set both options to **Allow**

Local network setting

- iPad users must select **Allow** on the pop-up message upon first sign-in to the Remote App, to grant access to receiver information. If **Allow** is not selected, all receivers will appear in **red** in the Receiver Control Settings. To resolve:
 - Go to iPad Settings, scroll down to Apps, select **TV Remote**, check to verify Local Network is set to **on** to access the receivers' IP addresses.
 - Once turned **on**, the receivers will appear in **green** in Receiver Controls and current programming displays on the home screen.
 - If receivers are still **red**, refresh your screen by selecting  in the upper right corner.



Remote app quick start guide

More about the app

Is the app compatible with all devices?

Currently, the app is only compatible with an iPad or Android tablet with operating systems:

- iPad running iOS 12.1 & above, or Android tablet running Android 7.1 & above.
- The app is not intended for use with an iPhone, Android phone or Amazon device.

What DIRECTV equipment is required to use the remote app?

- You must have a compatible DIRECTV HD satellite receiver connected to broadband
 - Compatible receiver models: H21, H23, H24, H25, H26K, H44, HR20, HR21, HR22, HR23 or HR24.
 - The app will not work with COM systems or other headend satellite solutions.
- Each receiver must be broadband connected with a DIRECTV Ethernet to Coax Adapter and wireless router.
- Certain remote-control functions require a standard DIRECTV remote.

How do I set up QuickTune?

- Tap **Edit Homescreen** icon on the home screen
- Move options from the right column to the left by selecting those in green; use **Edit** to customize.
- Swipe left on the Home Screen to access QuickTune.

Is there a cost to use the remote app?

There is no monthly fee to use the DIRECTV FOR BUSINESS® remote app. Charges will apply for additional hardware and installation for internet connected receivers.

What are connected receiver prerequisites?

- Remote app utilizes the internet to send and receive information from each DIRECTV receiver.
- Your tablet and every receiver must be connected to the same local network to operate.
- Wireless internet access is required for your iPad or tablet to interact with DIRECTV-connected receivers.

What if I receive an error message when logging into the remote app?

- Verify your username (email address) and password are correct.
- Sign in at directv.com/BusinessSupport to update your profile or password.
- For further assistance, call 1.888.388.4249.

Can a receiver be set up for audio-only?

Yes. Go to **Settings**:

- Open **Receiver Control Settings**.
- Select **No Audio Receiver Selected** under audio receiver.
- Toggle to green and choose a receiver.

Is this the same app used for residential or home use?

No, the DIRECTV FOR BUSINESS® remote app is for commercial business users.