

DIRECTV STREAM

Frequently Asked Questions

What is DIRECTV STREAM?

DIRECTV STREAM is a live TV streaming service offered by DIRECTV. It is a subscription streaming service that lets you watch live TV from major broadcasts and popular cable networks. You can enjoy local and national live sports, breaking news and must-see shows the moment they air. It also includes cloud DVR storage space so you can record shows as you want and stream them from wherever you go.

Who do I call if I need support?

- Call **MDU Support** 866-258-8766 Make sure to mention you get your DirecTV via Internet service through your HOA as part of a Bulk MDU Service (MDU:Multiple Dwelling Units)

Will the recordings on one device display on my other devices?

- They are stored in the cloud and every device logged in sees the recordings

How to use google assistant.

- Press the Microphone Key
 - When you see a solid blue light on the remote, tell the assistant what you need like:
"What time does Judge Judy come on?"
"What's on HBO?"
"View the guide"
"Pause, play or resume!"
"Watch Netflix"

What equipment do I need to use DIRECTV STREAM?

- High-speed internet access
 - DIRECTV STREAM recommends a minimum internet download speed of 8 Mbps per stream.

- A compatible device if you're planning to watch on your smartphone, tablet, or computer.
 - DIRECTV STREAM is compatible with Amazon Fire TV, Apple TV, Google Chromecast, Roku, Android TV, iPhone/iPad, Android Phone/Tablet, Samsung Smart TV, LG Smart TV, and VIZIO Smart TV
- What are some of the advantages of DIRECTV STREAM?
 - When you're away from the TV set, you can watch DIRECTV STREAM on devices such as your phone, computer or tablet.
 - Stream on unlimited devices at the same time when you're connected to your home network.
 - Up to three streams are allowed while on the go

How do I upgrade my package?

- Go to directv.com/stream/my-community
- Sign In to your account using your email address and password
- Select the package you desire

DIRECTV STREAM Guide

- DIRECTV STREAM's live guide lists all channels in alphabetical order.
 - If you select a program that's coming up later on, you'll be taken to an information screen with the option to record it
- Click on a program airing live, you're taken directly to it
- Select a program that's coming up later, you'll be given the option to record it

How do I select my favorite channels?

- Select Guide and scroll through the channel listings
- Select the Heart next to the channels you want to favorite
 - The heart will fill in when you save it as a favorite

How do I remove a channel from my favorites list?

- Select the heart again

My Library (DVR Recordings)

- My Library is the place to access your DVR recordings
 - When you select All Recordings, you'll be taken to a screen where you can view upcoming recordings and delete recordings
 - Recordings can be saved for up to nine months
 - Recording a series, a maximum of 30 episodes will be stored
 - DIRECTV STREAM allows you to record multiple shows at once and fast-forward through the commercials of everything in your DVR
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Remote

How do I get to the guide for DIRECTV STREAM on Fire Stick remote?

- Try pressing up on the remote while viewing a video
- This will bring up the home screen, which includes access to the program guide

How do I pair my remote?

- Point the remote at your Gemini device
- Press the FORWARD and REWIND buttons at the same time for 8 seconds
 - When paired, you'll get an on-screen message that your remote is ready to use

How do I unpair the remote?

- Press and hold DASH (found on the remote, next to the 'O')

Will my firestick remote voice feature work with DIRECTV STREAM?

- Unfortunately, the voice commands do not work with the DIRECTV STREAM App through the fire stick they also do not work with Roku

Can I use the same DIRECTV remote for multiple TVs?

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- No. The DIRECTV remotes can only be programmed to control one TV

My DIRECTV remote is not turning my TV on and off?

- Try resetting the receiver and remote control by pressing the red button on the side of the receiver or inside the access card door until the receiver restarts

My remote isn't responding, what do I do?

- Try resetting the receiver and remote control
 - Press and hold the red button until the receiver restarts.
 - A low or dead battery is often the culprit, so check that out first

On Demand

How does ON DEMAND work?

- You can stream movies and shows even if they're not in your DVR
- To watch on demand content, you can:
 - Go into the guide.
 - Click on the channel icon.
 - Select a show.
 - Click "watch now".
- You can also use the 72 Hour Rewind feature to watch shows that aired in the last 72 hours. If you forget to record a show, you can use this feature to watch it immediately

Installation

Do I need a box for each TV?

- No. You can use supported streaming devices for the other TVs

How much does each box cost?

- \$120 per box with a 2 year warranty. \$55 for a refurb.
- My cables are hidden in the wall, hanging on the wall, who helps with this?
 - Our team can not move TVs, furniture or set up new configurations on sound systems, so make sure wall outlets and other areas are easy to access

Do I need to use the HDMI cable provided or can I use my own?

- You may use your own HDMI cable

Do I need a professional to help me with this?

- No. It's self install

I don't know my wi-fi password, what do I do?

- Find the password on your router
- Reset your router and its Wi-Fi password
 - If you're working with a router for which you don't know the password, you'll need to reset the router to use its default settings, and then find out what those default credentials are.

Can I hook up my soundbar to the DIRECTV device ?

- Yes.

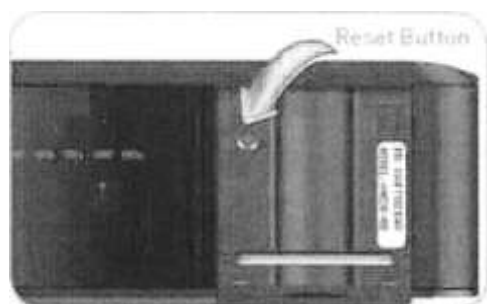
Can you watch DIRECTV STREAM on a smart TV without a box?

- Yes.
- DIRECTV's STREAMING service is currently compatible with Amazon Fire TV Stick, Apple TV, Roku, Android TV, Samsung Smart TV, or Chromecast.
 - If you already own one of the devices mentioned above, all you'll need to do to get started is download the DIRECTV App from your device's App Store and sign in

Troubleshooting

How do I reset my DIRECTV receiver?

- Reset your receiver(s) by pressing the red reset button or unplugging it from the power source



How do I troubleshoot my DIRECTV if it's not working correctly?

- If your DirecTV is not working correctly, try restarting your DirecTV receiver.
 - If that doesn't work, check your HDMI cables, signal strength, and your receiver's power source. You can also contact DirecTV customer support for further assistance

Do you get local channels with DIRECTV STREAM?

- Yes
 - Going to another city? No problem - you can still watch local channels.
 - Make sure you enable location services on your mobile device so you can stream

Can I watch DIRECTV immediately?

What can I do, I can't see my guide on DIRECTV?

- Unplug your receiver and wait 15 seconds. Plug the power back in and wait 30 minutes before trying Guide or Menu again

How do I install batteries?

- On the back of the remote control, push down on the door slide the battery cover off, and remove the used batteries
- Obtain two (2) new AA alkaline batteries
- Slide the cover back on until battery door clicks into place

Password

How do I change my password?

- Sign in at directv.com.
- Go to "My Account" and then "My Account Info".
- Select "Change My Password".
- Enter your new password and confirm it.
- Select "Save Changes"

What if I forget my password?

- If you've forgotten your password, you can click "Forgot Password" and follow the instructions. You might be asked to verify your identity.

Add apps to your DIRECTV Gemini Device

Use your device to get your favorite entertainment apps all in one place. Learn how to access and download apps.

DETAILED STEPS

Your Gemini device includes pre-loaded apps like Max, NETFLIX, Prime Video, and more. Interactive DIRECTV apps like Pandora and ScoreGuide are also available here. You can browse thousands of apps in the Google Play Store and add to your device.

Add apps to your device:

1. Press the **APPS** button on your Gemini Voice remote.
2. Select **Get more apps on Google Play Store**.
3. Sign into your Google account. If you're already signed in, you won't have to do it again.
4. Search for the app you want to add and download it.

Uninstall an app from your device:

1. Press the **APPS** button on your Gemini Voice remote.
2. Highlight the app you want to uninstall and press the Overflow (...) button.
3. Arrow down to Uninstall and press OK on the remote.

Heads up: Pre-loaded and interactive DIRECTV apps cannot be uninstalled.