



STAY CONNECTED WITH
SIGNALSAVER™

Our exclusive technology keeps you watching when
your signal is interrupted by a weather event.

DIRECTV
FOR BUSINESS

Keep watching with SignalSaver

With SignalSaver, continue watching TV if there's a signal interruption in your service area.

During a weather event or other signal interruption, the option to use SignalSaver will appear on your TV screen if you have an internet-connected DIRECTV H44 or H26K receiver. You can designate which receiver you would like to be automatically enabled with SignalSaver. Once the satellite signal is restored, viewing will resume over satellite.

There is no cost for using the SignalSaver feature, but there may be costs associated with connecting an eligible receiver to the internet. Data usage is based on your plan with your Internet Service Provider.

SignalSaver requirements:

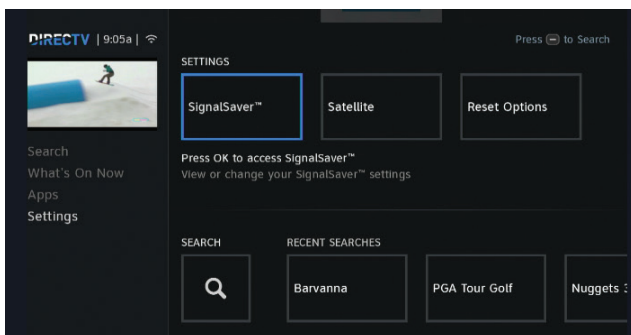
- DIRECTV H44 or H26K commercial receiver, connected to the internet*
- High-speed internet connectivity in your business
- Requires a minimum bandwidth of 2Mbps per connected receiver
- Helpful tip: The SignalSaver feature uses adaptive bit rate to adjust picture quality; the resolution will upgrade or downgrade depending on your business's bandwidth at that time. To not impact other data usage in your business, select one or more receivers to set up as Always Use

How to identify the model number of your receiver:

- Press the **Menu** on your DIRECTV® remote
- Down arrow to **Settings**
- Right arrow to **Info & Test** and press SELECT
- Verify your receiver model is H44 or H26K, and eligible to use SignalSaver

Enable SignalSaver on your receiver:

- Press **Menu** on your DIRECTV® remote
- Arrow down to **Settings**
- Arrow right to **SignalSaver**
- Select the option (Always Use, Always Ask or Always Off) that works best for your business and bandwidth availability
- Establish a setting on each connected receiver; you can change this in the setting at any time



1. Always Use SignalSaver

Always Use SignalSaver enables the switch from satellite to internet without your business having to take any action once this receiver setting is established.

- a. If you always want a connected receiver to use SignalSaver, choose **Always Use**. The signal will automatically switch to viewing over internet during a weather event.
- b. Switching to the Internet screen will display during the transition from the satellite to the internet. Within seconds, your programming will resume.
- c. The program will return to satellite signal automatically in 30 minutes + program end time if outage has cleared. You have an option to manually return to satellite by changing the channel on your remote control, or turning the power receiver off/on. If satellite signal has not returned, you will continue to watching over the internet.

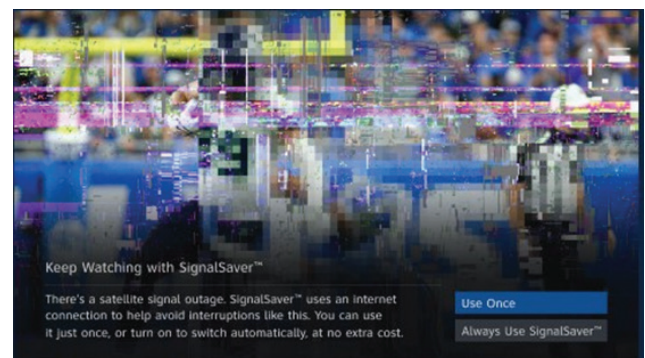


Helpful tip: The SignalSaver feature uses adaptive bit rate to adjust picture quality; the resolution will upgrade or downgrade depending on your business's bandwidth at that time. To not impact other data usage in your business, select one or more receivers to set up as Always Use

2. Always Ask

Always Ask enables the switch from satellite to internet only when you want to.

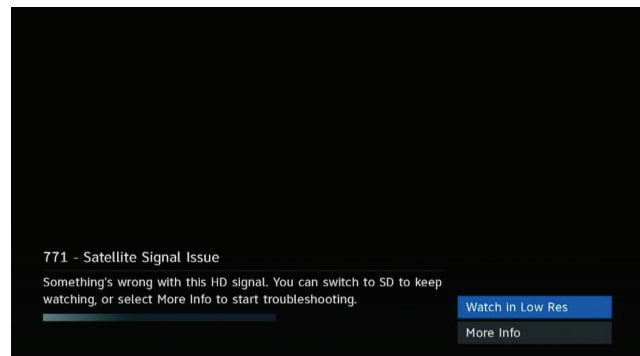
- a. If you always want to be asked to use SignalSaver on a connected receiver during a satellite signal outage, choose **Always Ask**.
- b. When a signal outage occurs, use the receiver's remote control and press SELECT on **Use Once**.



3. Always Off

Always Off means the SignalSaver option will never be presented on a connected receiver during a satellite signal outage. This selection provides the same viewing experience as non-connected receivers during a satellite signal outage.

- To turn off this feature, choose **Always Off**.
- If you would like to continue viewing the program in a lower resolution, press SELECT on your remote control and then choose **Watch in Low Res**.
- The return to viewing the program in HD automatically occurs once the outage has cleared.



Connecting your commercial receiver to the internet

In certain cases, a commercial installation requires additional hardware to connect the eligible receivers to the internet. In these scenarios, the DIRECTV technician/installer may need additional time to complete the installation. There may be associated charges with the additional install time.

Troubleshooting

Trouble with SignalSaver

• If SignalSaver is not available during a satellite signal outage:

- The channel you're currently watching may not provide this option. Select a different channel.
- Eligible receiver may not be connected to the internet. Press the DASH (-) button on your remote twice to display internet status.
- Your receiver may not be eligible. Check your receiver model. H44 or H26K receiver is required to utilize this feature.

On-screen error messages

• "Something went wrong" error message appears, try the following:

- Reload the current channel by pressing channel up on remote and pressing channel down.

• "This Program is Blacked Out" error message appears, try the following:

- Press SELECT on remote to go to the Guide and choose a different program to view. This message occurs when the programmer/owner of the content has not made the program available to view over the internet in the viewer's market.

• "Broadcast provider has restricted access to this program" error message appears, try the following:

- Go to the Guide or Watch in Low Res. Arrow over to the option and press SELECT on remote to access highlighted option. This message appears if the channel's content is not available to view over the internet.

• "Resolving Buffering Issue" error message appears, try the following:

- User can press SELECT on remote to try again. This message appears when the system cannot rebuffer if there is an interruption in the continuous transmission of video or is due to no/poor internet connectivity.

Questions?

Please contact your DIRECTV for BUSINESSSM Authorized Dealer to learn more about getting eligible receivers connected to the internet and to schedule an appointment.

If you need assistance with identifying your assigned dealer or scheduling a technician, the DIRECTV for BUSINESSSM Support Team can assist you by calling 1.888.388.4249.

Commercial accounts with H26K and H44 receivers require high-speed internet connection. Additional charges for hardware and installation may apply.

*H44 and H26K commercial receivers are eligible to connect to the internet. SignalSaver does not work on the following HD receivers: H21, H23, H24, H25, HR20, HR21, HR22, HR23 or HR24.

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