



# 866-455-1982

## **Activating and ordering Service:**

You will need to call S&S Broadband Services to order your DIRECTV receiver(s), pre-orders for fall are always welcome and recommended. You should receive an order form from Prime Student Housing, otherwise there is a order form on this website for you to go over before calling S&S Broadband Services to place your order, you can also print out the order from, fill it out scan and email to: [info@ssbroadband.com](mailto:info@ssbroadband.com).

## **Why DIRECTV?**

With cable costs on the rise and the quality of service generally lacking, your landlord decided to look around for a better value for you the tenant. DIRECTV is capable of offering you this value. From a huge HD channel lineup with our basic package having over 130 channels, DIRECTV is a great value. DIRECTV has exclusive seasonal packages including the exclusive NFL SUNDAY TICKET!

## **How much does it cost?**

Our 24 month commitment starts at \$35.00 which includes HD and DVR service plus \$7.00 for all HD receivers you add to your account, or once you activated your account, you can "STREAM" on all of your other wireless devices throughout your apartment, if you have active internet on your cell phone and/or ipad, you can "STREAM" your DIRECTV service wherever you go! Just download the DIRECTV APP. All our 24-month packages includes FREE for 3 months: HBO, Showtime, Cinemax and Encore! Our 12 month commitment starts at \$39.99 plus \$7.00 for (1) HD receiver. There is a onetime \$65.00 installation fee or a \$25.00 pickup/shipping and handling fee, when you call S&S Broadband Services to start your order you can decide if you want your receiver installed, shipped or pick it up from Prime on our designated days when we will have someone in the office handing out pre-ordered receivers (Fall move in only). There is a \$20.00/mo cancellation fee for any remainder months you have left of your contract if you cancel early, so keep this in mind when choosing your commitment.

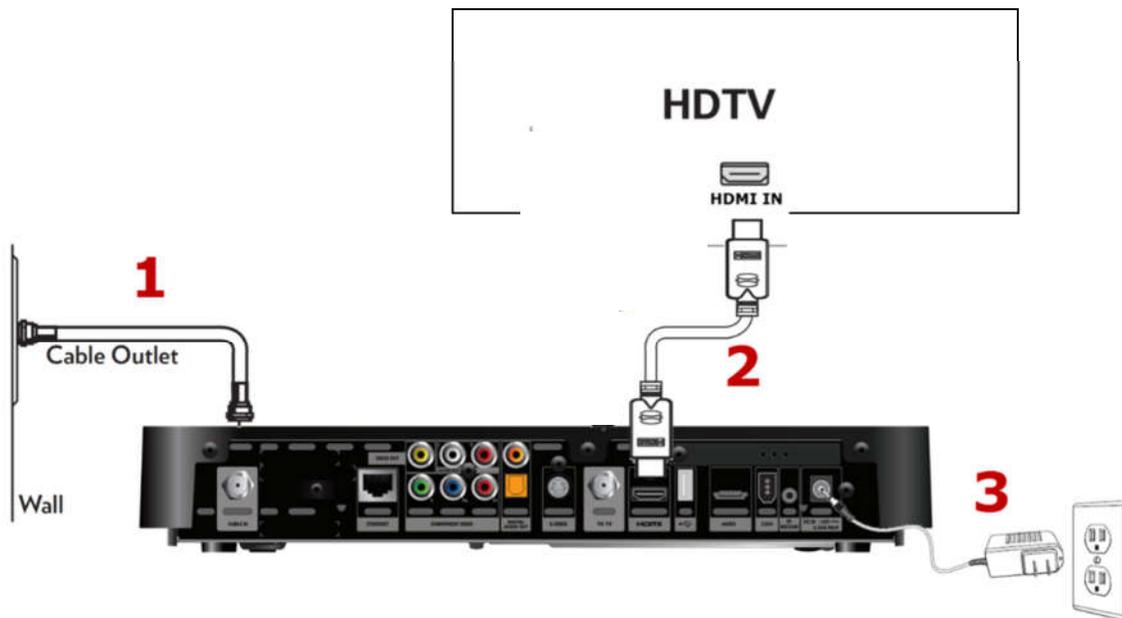
## After you have your receiver:

As soon as you have your receiver, it should be plugged into the main coaxial outlet in the apartment. Once the box is plugged in you will need to follow the directions that will be provided with your receiver. If you do not call into activate your receiver within 1 week of picking it up or having it delivered, we will automatically activate your receiver for you. Remember, the sooner you activate your receiver the sooner your commitment starts to avoid any cancellation fees.

## HOW TO CONNECT YOUR DIRECTV RECEIVER TO YOUR TV:

Please follow these instructions below. If your receiver has been activated before shipment, you will just need to plug in and watch your DIRECTV.

1. Connect the wall coax cable (cord with 2 round ends on each side of wire) from the wall to the **SATELLITE IN** on the back of the receiver; this is how you will get your satellite connection.
2. Connect the HDMI cord to (cord with 2 flat ends) to the back of the receiver and other end to TV (connect to the first available HDMI port on your TV)
3. Plug the power cord into the receiver and your power outlet.
4. Turn on the receiver and TV (it will automatically turn on most times), you should have TV service, **If TV says “No Signal” make sure your TV is on the correct ‘Input’**. (Your correct INPUT will be the “INPUT” you connected the HDMI cord into your TV, either HDMI 1, HDMI 2 or HDMI 3)
5. If you see “Receiver ID and Card number” on the screen , you will need to call customer service to **re-hit** your receiver, At this time during normal business hours (8:00–4:00) you can call 866-455-1982 to send a “RE-HIT” to your receiver, after hours you will call DIRECTV at 800-531-5000. Please have your below account number ready for the DIRECTV representative



## Troubleshooting

If you are experiencing problems please try the following suggestions

- ✚ Unplug the power to your receiver, wait 30 seconds then plug back in
- ✚ Double check the connections on the back of your receiver. Make sure the cable from the wall goes to the satellite in connection. Make sure your TV is connected to the receiver.
- ✚ Check that your TV is set to the correct channel or input, which should be HDMI 1 or HDMI 2.
- ✚ Below are the most common error codes to help you identify issue..... **Error Code 721** means “service isn’t authorized; you will need to contact DIRECTV to find out what is wrong with your account at 800-531-5000. **Error Code 722** means “service is expired”, you will need to re-instate your DIRECTV service. **Error Code 771 & 775**, means problems communicating with Dish, unplug your jumper from both the wall and the receiver, make sure the connection inside the jumper is not bent, then reconnect the jumper to both the wall and jumper, if this does not fix issue a technician will need to be called for a service call at 866-455-1982.

### Cancelling DIRECTV Account:

All of your receivers are leased from DIRECTV, once you cancel your account the receiver(s) and remote control must be sent back to DIRECTV to avoid any charges. (Unless you plan on keeping your service active at your new home, you will take the receiver and remote with you and call DIRECTV to change your address and they will walk you through your plan options and hooking up your receiver)

1. Call 1-800-531-5000 to move or cancel your account. You will need your phone number and your DIRECTV account number.
2. If you are cancelling your account, you must return you equipment to DIRECTV. Bring you DIRECTV receiver to any UPS STORE and they will ship it back to DIRECTV for **FREE**, they will even package it up for you. It must be a UPS STORE not a UPS Center.

**Do not call your landlord or S&S Broadband to recover your receiver(s), this is your responsibility and must be done to avoid any charges for unreturned equipment.**