

## Frequently Asked Questions

### 1. How do I subscribe?

To subscribe to services, you must first purchase a DIRECTV IP digital receiver. These units are available for sale at the Cornell Bookstore. Remember that this is a special enabled DIRECTV IP receiver that connects to the Cornell University campus data network – not to an antenna. These receivers are the only ones that will work on the Cornell network, and they will not work if connected to a satellite antenna.

In order to connect both the DIRECTV IP digital receiver and your computer to the Cornell wired data network, you may also need a data switch and appropriate data patch cables. The Cornell Bookstore has data mini-switches and appropriate data patch cables that will work properly with the DIRECTV IP receiver.

Follow the instructions located here to connect your DIRECTV IP receiver and activate your subscription account:

[DIRECTV IP Receiver Installation Guide](#)

To activate your account, you must contact Campus TeleVideo Customer Support at **tel 866-440-2003**. DO NOT call DIRECTV for the initial activation.

### 2. How do I manage my DIRECTV Account?

The best way to manage your account, or add/delete service packages is at [www.directv.com](http://www.directv.com). In order to establish your on-line account you will need the email address that you used to sign up for service. After your account is activated by Campus TeleVideo, inquiries on billing or programming available can also be accomplished by with DIRECTV customer service by calling tel 800-347-3288.

### 3. How am I billed for service?

In order to establish and maintain an account, you must have a debit/credit card. The DIRECTV monthly statement will be mailed to the address associated with the credit card, not necessarily to the service address.

You may opt to “Go Green”, and receive no paper bill. In this case, you can receive a one-time \$5.00 credit on your account. You must establish an on-line management account at [www.directv.com](http://www.directv.com) to opt out of paper billing.

Your DIRECTV statement will have all of the detail regarding monthly subscription services and charges, plus a detailed listing of any Pay-Per-View event purchases for the billing period. Because your account must be on auto-pay to a credit/debit card, the monthly subscription service charge will appear on the credit card statement as a one-line charge from DIRECTV, with no account purchase detail.

Pay-Per-View purchases are debited against your account at the time of order. You must order through the on-line account management facility or by calling 800-DIRECTV. PPV may not be ordered using the remote control. The billing detail on the credit card will be a one-line item from DIRECTV with the total purchase price of the event, dated with the order date.

#### 4. How do I change my service; add or delete channel packages, or cancel service?

The best way to manage your account, add or delete service packages, order Pay-Per-View is at [www.directv.com](http://www.directv.com) . In order to establish your on-line account you will need the email address that you used to sign up for service. You may also change service by calling DIRECTV customer service at tel (800) 347-3288.

#### 5. How do I change my account information like credit card or address changes?

The best way to manage your account, add or delete service packages, order Pay-Per-View is at [www.directv.com](http://www.directv.com) . In order to establish your on-line account you will need the email address that you used to sign up for service.

You may also change service by calling DIRECTV customer service at tel (800) 347-3288

#### 6. Is pay-per-view available?

Pay-Per-View services are available; however you cannot order them from your TV using the remote control. The best way to order PPV, sports packages, or other services is at [www.directv.com](http://www.directv.com) . In order to establish your on-line account you will need the email address that you used to sign up for service. Once you have established your on-line account management, you are able to order PPV events or other sports packages without a surcharge.

The other way to order PPV services is by calling 800-DIRECTV (800-347-3288). Follow the voice prompts. Ordering PPV or additional services by phone are subject to additional processing charges. See [www.directv.com](http://www.directv.com) for details.

#### 7. Can I suspend my service during short breaks or holidays?

It is not feasible to suspend your service for short periods. Minimum suspension is 30 days. If you suspend your service and then request re-activation before the 30 minimum period, you will be charged for the entire period. Other rules that apply to suspension requests are:

- You must have a zero balance on your account at the time of suspension
- No more than one suspension request every 6 months
- Your account must be active at least 60 days before making a suspension request

#### 8. What should I do over the Summer Recess?

It is important to remember that your service and associated monthly charges will CONTINUE UNTIL YOU CANCEL SERVICE. It is your responsibility to CANCEL your account either through the on-line account management facility or by calling 800-DIRECTV. Take your equipment home with you over the recess, and bring it back again in the fall. When you return, re-install and re-activate your equipment as described in the Installation and Activation Instructions (see [DIRECTV IP Receiver Installation Guide](#)).

#### 9. Can I use my equipment next year too?

Yes. When you return, re-install and re-activate your equipment as described in the Installation and Activation Instructions (see [DIRECTV IP Receiver Installation Guide](#)).

#### 10. I have DirecTV equipment at home; can I bring it to campus with me?

Only DIRECTV IP enabled receivers purchased from the Cornell Bookstore will work on the Cornell network.

11. Can I transfer my subscription to another student?

No, accounts cannot be transferred.

12. Can I sell my equipment to someone else?

No. Once a DIRECTV IP receiver has been activated, the name and account number associated with the receiver cannot be changed.

13. Should I buy equipment from someone else?

No. Once a DIRECTV IP receiver has been activated, the name and account number associated with the receiver cannot be changed.

14. Is closed captioning available?

DirecTV provides closed captioning everywhere the networks offer this service. Unfortunately not all networks, or all programs on all networks, are closed captioned. Additionally, your television set must be able to receive and display the closed captioning. Not all televisions or viewing devices (monitors) are able to receive and display closed captioning.

15. Is high definition (HD) available?

High definition (HD) is not available in the halls of residence at this time. HD services require substantial network resources. The amount of bandwidth needed to provide HD service given current technologies could interfere with the normal operation of the data network, and possibly prevent residents from being able to use their computers.

We hope to offer HD service in the next 1 – 2 years, and will be monitoring and testing compression and distribution formats on campus networks.

16. Is Digital Video Recording (DVR / TiVo) available?

Standard Definition integrated receiver/DVR's are not available at this time. However, the DIRECTV IP enabled receiver will function with any external DVR or TIVO device.

17. I believe my bill is incorrect. How do I dispute the charge?

Call 800-DIRECTV (800-347-3288) for billing issues.

18. My room-mate(s) and I are sharing a subscription; can you bill us each for our share of the cost?

Each DIRECTV account must be billed to a single credit/debit card.

19. My room-mate(s) and I want separate subscriptions. Can we get the second (third, fourth, etc.) subscriptions and equipment at reduced rates?

For student residences it is not possible to distinguish where any DIRECTV receiver is actually in service. Therefore, it is not possible at this time to offer discounts for additional receivers on the same account.

20. I have DirecTV at home. Can I that equipment or transfer my subscription to here?

The subscription at Cornell must be a separate account.

21. My service was interrupted. May I have a refund?

Refund requests for service outages are evaluated on a case-by-case basis. At a minimum the following conditions must be met before a refund request will be considered:

- You **notify** Campus Televideo at 866-440-2003 when the service interruption starts
- You must provide **timely access** to your equipment for service efforts
- The outage must be a **complete outage**, not degraded performance
- Campus Televideo and/or CIT must have at least **One Business Day** to correct the outage.

22. Can I get a refund for my equipment?

All purchases on equipment are final, and no refunds are available.

23. What are the warranties on the equipment?

All equipment provided by Campus Televideo is warranted for a period of 9 months from service activation. This warranty applies only to the original purchaser of record, and not to any subsequent purchaser.

For the first 30 days of service, if any equipment provided by Campus Televideo fails, it will be replaced by new equipment. After 30 days, equipment may be replaced for the duration of the warranty period with refurbished equipment. The warranty excludes any damage from vandalism, misuse, accidents, spills, or power surges.

24. What video outputs are available on the DirecTV Set Top Box?

The D-11i receiver has two separate Composite Video/Stereo Audio outputs, plus 1 S-Video output, plus a standard channel 3 or 4 RF output. See the Installation Instructions here:

<http://www.campustelevideo.com/student-services/cornell.asp>

25. Can I connect my DirecTV Set Top Box to a computer monitor?

Not directly. Try the Cornell Bookstore or searching (google.com) for USB TV tuners. There is a wide variety of equipment available that will accept the DIRECTV receiver NTSC analog composite A/V or Ch 3-4 output. Most will even provide DVR type services on your PC.

26. Where can I purchase replacement parts like remotes, USB-Ethernet adapters, 10/100 5-port Ethernet switches, jumper and patch cables?

Spare equipment and parts are available at the Cornell Bookstore

27. Who do I call for support?

For installation services, equipment, spare parts, and Initial Activation, please contact Campus Televideo at 866-440-2003.

Once your account is established, all billing and account management issues should be accomplished using the on-line account management facility at [www.directv.com](http://www.directv.com), or by calling DIRECTV customer service at tel (800) 347-3288

28. Is in-room installation and service available?

Yes, however in-room installations and service must be scheduled by calling 866-440-2003. There is a service charge associated with such in-room service for Installation Assistance, or for service issue is determined to be the result of an incorrect or incomplete installation.

29. Who do I call for support with my Cornell network (ResNet)

For issues related to Cornell's data network, contact the Help Desk at 255-8990, or at <http://www.cit.cornell.edu/resnet>

30. I'm not receiving all the channels that I signed up for.

The usual cause of this is that you are on a "soft disconnect", that is a prelude to a complete disconnect. Be sure that your account is fully paid up by using the on-line account management facility at [www.directv.com](http://www.directv.com), or by calling DIRECTV customer service at tel (800) 347-3288. A common cause for this is replacing your credit/debit card that supports the account, but forgetting to update your account.

31. My equipment has stopped working.

Check that you are still properly connected, and that the LED's in the Ethernet switch and USB-Ethernet adapter are lit as indicated in the Installation Guide (available at [DIRECTV IP Receiver Installation Guide](#)).

Follow the directions near the end of the Installation Guide for resetting the receiver.

If this does not correct the problem call Campus Televideo support at 866-440-2003

32. I have a used receiver from someone who had a subscription last year. The person from whom I received this equipment assured me that all it would need is a replacement access card in order for me to use it. Can I get it activated now in my name?

DIRECTV IP receivers previously activated are not able to be re-activated in a new account name or number. However, units were sold during the 2008-9 academic year with the promise that the receiver could be re-used with an access card swap (\$35). Since it has been determined subsequently that the card swap is not feasible (for a variety of logistic and operational reasons); if the receiver you have was purchased from Campus Televideo or the Cornell Bookstore and activated prior to May 1 2009, then Campus Televideo will take that unit (receiver and card) in on trade towards one that can be activated for a new account number and name for a \$35 fee. Please contact Campus Televideo Customer Service by email to arrange the equipment swap at [customerservice@campustelevideo.com](mailto:customerservice@campustelevideo.com). Be sure to include your email address, phone number, cell phone number, and UPS shipping address.