

TV Apps

As of 07/17/13



CONSUMER POSITIONING

With free TV Apps from DIRECTV, you can check your local weather, get the latest sports scores, track your NFL fantasy standings, and discover the hottest new shows—all without missing a second of what you're watching on TV. Just press a button on your remote. And now with a brand-new HD design, DIRECTV TV Apps are sleeker than ever.

SCOREGUIDE

See up-to-the-minute sports scores and standings for all major sports, including college conferences, even get yesterday's results for games you missed, and see upcoming game schedules up to 7 days in advance.

WEATHER

Get the latest weather in your local area: the hourly forecast, the 10-day forecast, advisories and more. Plus, store up to 5 favorite cities, so you can conveniently get the local conditions for multiple places.

NFL.COM FANTASY FOOTBALL TV APP—STARTING 8/19/13

Track your NFL fantasy team with standings, scores, and stats. Plus, with NFL SUNDAY TICKET you can tune to any game in progress right from the app, so you won't miss any of the live action.

Note: This app will begin functioning two weeks before the start of the NFL season and end on January 2, 2014 (following the last Sunday of the NFL regular 2013 season).

WHAT'S HOT

Discover new shows by checking out what's trending on DIRECTV in real-time.

SOCIAL TV

Connect to Facebook and Twitter right from your TV to share your favorites.

DIRECTV TV Apps are FREE and easy to use. Just press the right arrow button on your remote to launch the TV Apps dock, select the app you want, and enjoy!

TV Apps require a broadband-connected HD or HD DVR receiver (models H21 and higher, models HR20 and higher, and models C31 and higher).

TV Apps—Features and Benefits



FEATURES	BENEFITS
HD Picture Quality	<ul style="list-style-type: none"> Sleek new HD look that goes with the user interface
Easy to Use	<ul style="list-style-type: none"> No need to pause what you're watching or change the channel Just press the right arrow button on the remote control to launch the TV Apps dock. Use the arrow buttons on the remote to highlight the app you want, click on SELECT to launch. When done, click the EXIT button on the remote
ScoreGuide <small>NOTE: Customers without broadband connections will continue to receive the non-HD ScoreGuide app.</small>	<ul style="list-style-type: none"> Stay up to speed with all your favorite teams and get standings for all major sports including college conferences Get yesterday's results and upcoming broadcast schedules 7 days in advance Live Box Scores for MLB, NFL, NBA, NHL, Division 1 NCAA Football and Basketball games, as well as scores and listings for Tennis, Golf, Soccer and detailed results from NASCAR events Find upcoming games and schedule them to be recorded right from the app Now you can access ScoreGuide from any channel, not just sports channels.
NFL.com Fantasy Football App <small>8/19/13 - 1/2/14 —Does not require NFL SUNDAY TICKET subscription</small>	<ul style="list-style-type: none"> Access your team roster and track player points earned Get head-to-head scoring by league NFL SUNDAY TICKET subscribers can tune to any game using the WATCH feature
The Weather Channel App	<ul style="list-style-type: none"> Get current weather conditions and the 10-day forecast Store up to 5 cities as "favorites" Get detailed weather information including radar, hourly and 10-day forecasts, advisory alerts and more
Social TV	<ul style="list-style-type: none"> Share what shows you're watching across popular social networking sites like Facebook, Twitter and GetGlue
What's Hot	<ul style="list-style-type: none"> See what shows other DIRECTV subscribers are watching in real-time Discover and easily record popular shows that are new to you
Improved Responsiveness	<ul style="list-style-type: none"> Faster load time and improved responsiveness within the app
One-Screen Access	<ul style="list-style-type: none"> Access all apps on the same screen without missing a moment of what you're watching



GENERAL FAQs:

What are TV Apps?

- Like the apps you may have on your cell phone or tablet, DIRECTV's TV Apps are interactive apps that you can access on your TV. DIRECTV's TV Apps let you share what you're watching on Facebook and Twitter, get up to the minute scores and stats, check your local weather, and much more—without missing a second of what you're watching, all at the press of a button.

How do I access TV Apps?

- To access and launch the TV Apps, simply press the right arrow key on your remote control. The TV Apps will appear on the right-side of your TV screen within the TV Apps dock.
- You can also access the TV Apps by pushing the MENU button on the remote, navigate to EXTRAS and select TV APPS from that menu.

Do I need to download anything to get TV Apps?

- No, TV Apps are pre-loaded on the dock for customers. Users who had the previous versions of the apps may need to re-input their user info (login and password).

Do all receivers have access to the TV Apps?

- To enjoy TV Apps, you need a Genie (model HR34 and later, model C31 and later) or a DIRECTV HD DVR receiver (model HR20 and later) or DIRECTV HD Receiver (model H21 and later) The receiver must be connected to the Internet.

Do I need to be connected to the Internet to get the TV Apps?

- Yes

Can I get the TV Apps if I have an SD DVR?

- No.

What if I have trouble accessing the TV Apps?

- First, check that you have the correct receiver type and confirm that your broadband connection is working. Next, press EXIT on your remote to clear any onscreen elements and press the right arrow again. Graphics may take up to 30 seconds to load depending on your broadband connection.

Why do I see the message "App currently unavailable"?

- Apps may be unavailable from time-to-time for maintenance. The availability of an app is also dependent on your Internet connection, which must be functioning properly.

Why can't I bring up the TV Apps with my remote?

- To use TV Apps, you must be connected to the Internet AND have an HD DVR receiver: Genie (model HR34 and later, model C31 and later) or a DIRECTV HD DVR (model HR20 and later) or DIRECTV HD Receiver (model H21 and later). You may also want to check the batteries in your remote.

Where did my other apps go?

- DIRECTV previously had additional TV Apps available. These apps have been discontinued as of July 2013. New apps will be added to the dock in the future. There is nothing you need to do or search for at this time.

Are YouTube and Pandora still available through DIRECTV?

- Yes, YouTube and Pandora will continue to be available from the EXTRAS section. To access EXTRAS, push the MENU button on the remote, navigate to EXTRAS and select TV APPS from that menu.

Where did the App Store go?

- DIRECTV previously had a TV Apps store located within the TV Apps dock. The TV Apps store has been discontinued as of July 2013. New apps will be added to the dock in the future. There is nothing you need to do or search for at this time.

Can I submit a TV App?

- No, DIRECTV no longer supports third-party apps.

How are the DIRECTV TV Apps different from the apps I can download to my Smart TV?

- Most Smart TV models allow users to download TV Apps from an Apps store through an internet connection. The TV Apps from DIRECTV are separate from the apps you can download on your Smart TV because customers don't need to do anything to get them, no downloading required.
- TV Apps from DIRECTV allow you to use them while simultaneously watching their shows, you don't need to pause your TV or exit into a separate menu to access your DIRECTV TV Apps.

SCOREGUIDE FAQs:

Which sports can I get scores and listings for?

- You can get live box scores for NFL, MLB, NBA, NHL, Division 1 NCAA Football and Basketball
- Tennis: Majors, WTA and ATP
- Golf: Majors and PGA Tour
- Soccer: MLS, EPL, Bundesliga, Serie A, La Liga, World Cup, UEFA Champions League, UEFA Europa League
- NASCAR Truck, Nationwide and Sprint series



How far ahead can I see upcoming games?

- You can view listings for all upcoming sports games up to 7 days in advance.

How current are the scores on ScoreGuide?

- The scores are up to the minute.

Can I get scores from yesterday?

- You can see results from the past 48 hours.

How do I launch ScoreGuide?

- Whenever you tune to any national network that cover sports primarily (like ESPN), the 700 channels used for sports subscriptions (for example, NFL SUNDAY TICKET, MLB EXTRA INNINGSSM, NBA LEAGUE PASSTM, etc.) or a Regional Sports Networks, just press the RED button on your remote and ScoreGuide pops up on your screen.
- If your set-top-box is broadband connected, you can launch ScoreGuide with the red button or from any channel by pressing the RIGHT ARROW on your remote.

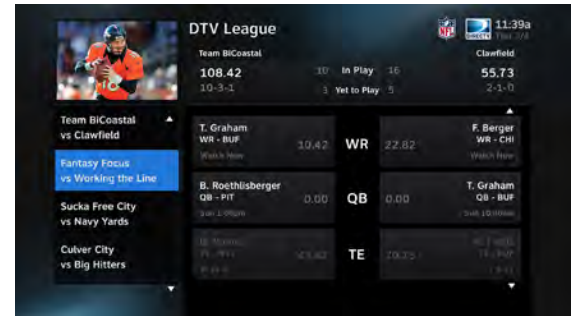
Why can I see the non-HD version of ScoreGuide?

- Customers without broadband connections will continue to receive the non-HD ScoreGuide App as it is still delivered via satellite. If you see the non-HD version of ScoreGuide, please check to see if your Internet connection is down.

NFL FANTASY FOOTBALL FAQs:

When will the NFL.com Fantasy Football TV App be available?

- The NFL.com Fantasy Football TV App will begin functioning two weeks before the start of the NFL season and stop one week after the season. In 2013, the app will launch on August 19 and end on January 2, 2014 (following the last Sunday of the NFL regular 2013 season). It will automatically appear in the apps dock on all broadband connected Genie HD DVRs (models HR34, C31 and later) as well as DIRECTV HD DVRs (model HR20 and later), DIRECTV HD receivers (model H21 and later). No customer action is required.



Where do I go to create a team on the NFL.com Fantasy Football TV App?

- Go to www.nfl.com/fantasyfootball to create or join a fantasy football league for free.

What are the features of the NFL.com Fantasy Football TV App?

- You can access your fantasy teams from NFL.com to see your weekly matchups in your fantasy leagues.
- You can get in-game scores and injury status of your fantasy players.
- You can see detailed head-to-head scoring for your weekly matchup.

How do I track my team with the NFL.com Fantasy Football TV App?

Here's how to track your team, in real time, right on your TV screen:

- Press the right arrow on your remote to bring up the TV Apps menu
- Select the NFL.com Fantasy Football TV app
- Sign in with your NFL.com username/password
- Select your the fantasy football team you want to follow
- Choose between your league's weekly matchup status ("League"), in-game scores for your fantasy players ("My Team"), or detailed head-to-head scores from your weekly matchups ("Game Center")
- To watch one of your fantasy player's games in real-time, simply select the WATCH icon next to the player's name. (Note: You must be an NFL SUNDAY TICKET subscriber to fully utilize this feature, otherwise the NFL.com Fantasy Football TV App will default to local game.)
- At any time, you can select MINIMIZE from the main menu to see only the score from your weekly matchup in the lower right-hand corner of the TV screen

Do I need to be an NFL SUNDAY TICKET subscriber to access the NFL.com Fantasy Football TV App?

- No. You can access all the features of the app except the ability to use the WATCH icon next to a player's name and be taken to that game in progress. To fully utilize the WATCH icon, you need to be an NFL SUNDAY TICKET subscriber. NOTE: This feature may work for night games if customer is not an NFL SUNDAY TICKET subscriber.

How is the NFL.com Fantasy Football TV App different from the NFL SUNDAY TICKET Mobile App?

- Only NFL SUNDAY TICKET MAX subscribers can access the NFL SUNDAY TICKET Mobile App on tablets and cell phones. The NFL SUNDAY TICKET Mobile App is not a TV App, so it cannot be found in the TV Apps dock. The NFL SUNDAY TICKET Mobile App also allows users to access their fantasy teams from NFL.com (like the TV app does).
- You don't need an NFL SUNDAY TICKET subscription to access the NFL.com Fantasy Football TV app—all broadband connected HD DVR customers can use the TV app. The only feature of the TV App that non-NFL SUNDAY TICKET subscribers cannot utilize is the WATCH feature, which allows users to tune any game in progress from the TV app.

WEATHER FAQs:

How do I store a city as a favorite?

- Select EDIT MY CITIES
- Select ADD A CITY
- Input city name or 5-digit ZIP code using the on-screen keyboard
- Select a city from the list that populates
- You can prioritize and/or delete cities that you have stored

How does the app know my hometown?

- The app defaults to the ZIP code listed on your DIRECTV account.

How many cities can I track at one time?

- You can store up to 5 cities as favorites at one time, so you can check weather conditions in places you regularly visit or know what the weather is like where family and friends live.

What do the exclamation points by my cities mean?

- The exclamation points signal weather advisory alerts in those locations. You can learn more about the alert by selecting the ALERT button within the app interface. To do this, use the arrow keys on your remote to navigate to the proper selection.

What is the Red Cross Button for?

- The Red Cross Button will provide you with information on how to make a donation in the event of a major natural disaster. This button appears whenever a major weather event has occurred, so it may not always be visible.

Can I donate to the Red Cross through my DIRECTV account?

- No, but you will get information on how you can donate.



WHAT'S HOT FAQs:

How does the What's Hot App work?

- What's Hot identifies the top-watched programs being viewed on DIRECTV at any given moment.

Can others see specific information about what I'm watching?

- No.

SOCIAL TV FAQs:

How do I start sharing my favorite shows on Facebook and Twitter with the Social TV app?

- To start sharing shows on these social networks, you must first connect to your Facebook, Twitter or GetGlue account. Follow the on-screen prompts to connect to your respective accounts.

Our family shares our TV. Can we have multiple accounts for the Social App?

- Yes, but you cannot have multiple user logged on to the same social network on the same TV at once.
- Different users can, however, be logged on to different social networks concurrently on the same TV.





What is that black-and-white square image I see on the screen where I connect to my Facebook or Twitter account?

- The black and white square image is a type of matrix barcode commonly referred to as a QR code. If you have an app on your phone that scans QR codes, scan the image and you'll be taken directly to a Facebook or Twitter page where you can give DIRECTV permission to connect to your Facebook or Twitter account. If you don't have an app that scans QR codes, you must enter your email address. You'll receive an email with a link to complete the login process.

How do I comment on what I am watching?

- It's easy and fun! The app is preloaded with comments you can select. Comments ranging from "LOL" to "I love this show!" are ready for you to select and share with friends.

HARDWARE REQUIREMENTS:

To enjoy TV Apps, you need one of the following receivers, connected to the Internet:

- Genie (model HR34 and later, model C31 and later)
- DIRECTV HD receiver (model H21 and later).
- DIRECTV HD DVR receiver (model HR20 and later).