

# UltimateTV Instructions

Setup Date: NOW

**Description:** The following information will show you how to hookup and activate your UltimateTV. Place these instructions in your Store Reference Guide under the DIRECTV tab.

## Applicable to Select stores

### How to hook up the UltimateTV Receiver

**Step 1:** The UltimateTV receiver (16-2607) is to be placed in the center section directly below the 36" or 32" TV. Refer to the planogram for your size of RCA DEC. You may order the planogram from faxback, 58100 for 18ft wall, 58101 for 16ft wall, 58102 for 14ft wall, and 58103 for the 10ft wall.

**Step 2:** You will need to locate the four cables coming from the satellite dish on the roof. You may be using up to three of these cables already. The remaining cables should be located behind the RCA wall or under the basedeck. They should be labeled either "Satellite In" or "Antenna In".

**Step 3:** Connect two of the four cables, mentioned in Step 1, to the "Satellite In 1 and 2" jacks on the back of the UltimateTV receiver (16-2607). (It does not matter which two cables you use.)

**Step 4:** If you have the DTC100 (16-2566), connect the two remaining cables to the "Satellite In" jacks on the back of the unit. If you do not have the DTC100, connect one of the two remaining cables to the RCA Stand Alone Receiver (16-2602).

**Step 5:** Refer to the wiring diagram, faxback document #59495 for complete wiring instructions.

**Step 6:** Remove the access card that came with the receiver and place it in a envelope labeled "UltimateTV Demo Unit". Place the it in a secure place since you will need this card when you are ready to sell the demo unit to a customer.

**Step 7:** Write down the access card number on the new short access card. You will not be able to remove this card from the receiver once it is inserted. You will receive a new extraction tool at a later date.

**Step 8:** Insert the new short card into the slot on the left side of the UltimateTV receiver.

### How to activate the UltimateTV Receiver

**Step 1:** You will need the following information before you call to activate the UltimateTV Receiver:

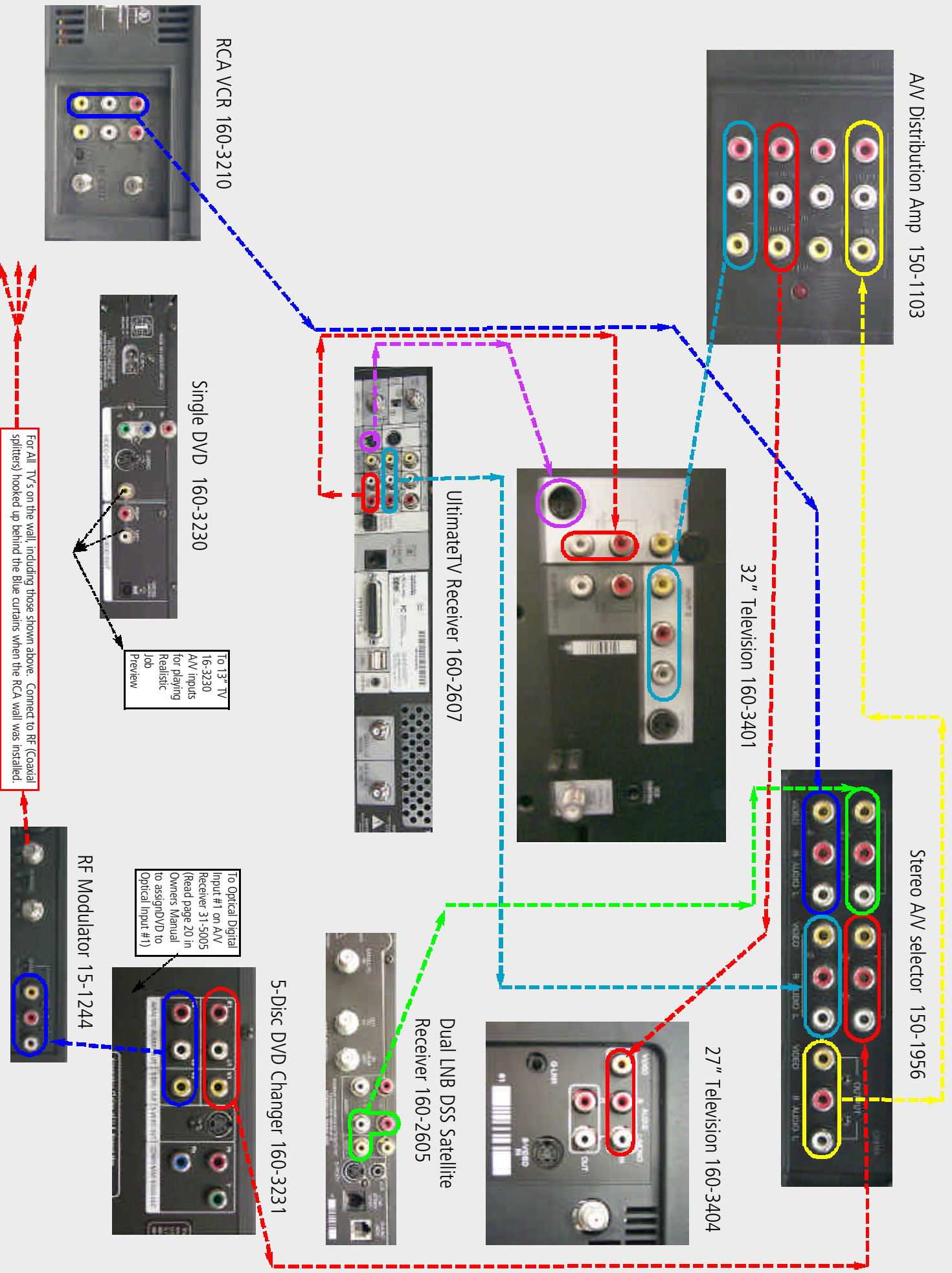
1. Your store's DIRECTV account number (if you do not have your account number contact your DSM)
2. The model number off of the UltimateTV Receiver
3. The serial number
4. The access card number
5. The SSID and
6. The control number (this information can be located on the "System Information" screen on the UltimateTV Receiver).

**Step 2:** Call DIRECTV at **1-800-323-1994** to activate the programming. DIRECTV will transfer you to UltimateTV (if you are disconnected call UltimateTV at **1-888-932-8854**). **Only turn the UltimateTV Receiver on to demonstrate it. If you leave it on the receiver will automatically return to the demo mode after 6 minutes of non-use.**

**You received in the June POP kit the RCA refresh. Included in the refresh was a new Flipbook. This new book included several pages about UltimateTV. Make sure that you have updated your Flipbook.**

If you have any problems activating the UltimateTV receiver contact Kathy Alberda at 817-415-2663. If you have problems with your UltimateTV Receiver call RCA 1-800-377-3399, or the RCA web support [www.RCAsupport.com](http://www.RCAsupport.com)).

# 18, 16, 14, 10 Foot Home Theater Wiring Diagram



## UltimateTV Short Card Distribution

Enclosed is a short card for use in your UltimateTV demo unit.

If you **have not** already set up your demo unit, please refer to the instructions on the following pages.

If you **have** set up your demo unit and activated the access card that came with the unit, please follow these steps:

1. Remove the existing access card from the top slot in your UltimateTV receiver.
2. Insert the enclosed short card in the top slot of the receiver.
3. Call DIRECTV at 1-800-323-1994 to activate the short card. Tell the DIRECTV operator that you are calling to activate a Dealer Short Card for your UltimateTV unit.
4. Call UltimateTV at 1-888-932-8854 and tell them that you have replaced your originally activated access card with a Dealer Short Card. They will ask you for the Dealer Short Card number.
5. Fill out the enclosed Satellite Access Card Replacement Form (also available on Faxback, document #38388). Where the form asks you to input the customer name, write in your store number and the word "UltimateTV". Mail the form, along with the activated card, to National Parts/Attn: Linda Largent, 900 Terminal Rd., Fort Worth, TX 76106. Your store will be charged a \$15 fee. \*\*\* Be careful with the card. Do not write on it, bend it or in any other way damage it. Otherwise National Parts cannot accept the card as an exchange and you would have to buy a new one for \$99.99.
6. When you receive the replacement access card, put it in an envelope labeled "UltimateTV Demo Unit" and place it in a secure location. You will need this access card when you are ready to sell the demo unit to a customer.
7. **IMPORTANT:** You will not be able to remove the short access card once it is inserted in the receiver without damaging the receiver. DIRECTV is developing a special tool to remove this card. Until it becomes available, you may not sell your display unit to a customer.

### Common Questions:

Q: What do I do if I have already used the short card that was in my 16-2602 display receiver in my UltimateTV receiver?

A: Leave the short card in your UltimateTV receiver. Place the new short card in the new 16-2606 receiver which should be on your display by now. Call DIRECTV at 1-800-323-1994 to activate the new Dealer Short Card.

Q: What do I do if I cut up the original card that came with the unit?

A: You will have to order a new card from National Parts for \$99.99. Fill out the enclosed Satellite Access Card Replacement Form (also available on Faxback,

document #38388). Where the form asks you to input the customer name, write in your store number and the word "UltimateTV". Fax the form to National Parts/Attn: Linda Largent at 817-415-5621.

Q: What do I do if I can't find the cables to connect to the receiver?

A: All of the cables you need to hook up the UltimateTV receiver were run when RSIS cabled your store. All are located underneath the deck on the RCA wall. One way to locate the extra cables is to follow the cables from the receiver that is already hooked up on the display.

Q: I've hooked everything up and the system isn't working. What should I do?

A: Double check to make sure all the appropriate cables are connected according to the instructions on the following pages. Call DIRECTV to troubleshoot any programming problems. Once you have ruled these out, call 1-700-4Service to open a trouble ticket.