



Osprey and Remote Control

User Manual

Introduction

Product manuals are intended to help customers understand the workings of the hardware devices. This product manual is posted online at **att.com** and at **directv.com/manuals** for customer access.

The purpose of this document is to communicate information associated with the [C71KW device name] and to provide an overview addressing specific functions of the device.

Safety information can be found in the Appendix

Before using the equipment, read the important Safety Instructions on page [XX]. This manual outlines safeguards information. The safety information contained in this manual was developed and provided solely by the manufacturer.

TABLE OF CONTENTS

I.	Overview.....	XX
II.	Hardware Information.....	XX
	A. Specifications.....	XX
	B. Client Hardware.....	XX
	1. Front Panel.....	XX
	2. Side Panel.....	XX
	3. Rear Panel.....	XX
	C. Other Associated Hardware.....	XX
	1. Mounting	XX
	2. Power Supply	XX
	D. Remote Control.....	XX
III.	Features.....	XX
	A. Audio & Video.....	XX
	1. Resolution.....	XX
	2. Frame Rates.....	XX
	3. Remote Capability (example Voice capability, Google, touchpad....	XX
IV.	Minimum Requirements.....	XX
V.	Quick Start Instructions.....	XX
VI.	Troubleshooting.....	XX
	A. LED Troubleshooting.....	XX
	B. Wireless Client C71KW Troubleshooting.....	XX
	C. Remote Control Troubleshooting.....	XX
VII.	Appendix.....	XX
	A. Federal Communications Commission Interference Statement.....	XX
	B. Safety & Care.....	XX
	C. Caution—Additional Safety Instructions.....	XX
	D. Limited 1-YEAR Warranty.....	XX

FIGURES

Figure 1: C71KW—Front Panel.....XX

Figure 2: C71KW—Side Panel.....XX

Figure 3: C71KW—Rear Panel View with New Logo.....XX

Figure 4: EPS10 Power Supply.....XX

Figure 5: Remote control showing button with descriptions.....XX

TERMINOLOGY

Term	Description
High Value Content	E.g. in theater PPV movies.
OTT	Over-the-Top, the delivery of video via the internet directly into user connected devices, allowing access to services anywhere, anytime and on any device.
PiP	Picture in picture.
RF4CE	Radio frequency for consumer electronics.
RUI	Remote User Interface, the UI which is accessed and manipulated directly thru the client.
STB	Set-top box or receiver.

I. OVERVIEW

The C71KW is the AT&T/DIRECTV® Wireless 4K OTT (over-the-top) Client. This C71KW client cannot be used with the existing Genie Servers (HR34-54 and HS17).

The RC81V is the new Voice controlled AT&T/DIRECTV Remote. This remote can be used with the C71KW and the future HS27. The expected launch date of this product is TBD.

II. HARDWARE INFORMATION

1. Specifications

Size and Weight (Not Including Feet)

- Height: 19 mm
- Width: 158.6 mm
- Depth: 158.6 mm
- Feet: 1 mm

Packaging

- Carton
- Height: 228 mm
- Width: 505 mm
- Depth: 404 mm
- Weight: 28 lbs

Environmental Requirements

- Operating temperature: -40° to 122° F (0° to 50° C)
- Storage temperature (No Damage): -40° to 150° F (-40° to 66° C)
- Relative humidity: 5-85% non-condensing

Remote Control Support (Built-In Capability)

- IR Remote Control Interface
- Dual Mode Bluetooth Interface (Bluetooth 4.1 Legacy & Bluetooth Low Energy)

XMP2 Ports and Interfaces

- 802.11ac 5GHz Wi-Fi (WVB)
- 802.11ac 2.4 GHz (Home gateway)
- DC Power Input
- HDMI 2.0b / HDCP 2.2 and 1.4
- 1x USB2.0 Port
- Optical S/PDIF Output Connector
- 10/100 Ethernet port

Power

- EPS10 External PSU
- AC external PSU -120v~60HZ, 18W
- Input: 12V DC 1.5A
- Active Power Consumption below 15W

Processor

- BRCM7271

Memory

- 2 GB DDR memory
- 64 bit DDR3/DDR4 interface
- 8 GB eMMC

Video and Audio Formats

- MPEG2
- Dolby Audio
- MPEG-4 AVC single, dual or quad display up-to 1080i60/1080p30 or UHD/4K
- HEVC / VP9 display
- HDR10 SMPTE ST 2084, ST 2086 “Blu Ray” standard and HLG support

TV Compatibility

- Compatible with HD and 4K TVs with HDMI 2.0 & 1.4, HDCP 2.2, 60 Hz and capable of 4K, 1080p and 3D

2. C71W Client Hardware

i. Front Panel

1. Blue Power Status Indicator LED
2. Green / Yellow / Red Network Status Indicator LED



FIGURE 1: C71KW FRONT PANEL

ii. Side Panel

1. Red Reset Button



FIGURE 2: C71KW SIDE PANEL

iii. Rear Panel

1. 10/100 Ethernet Connector with Indicator LED
2. S/PDIF Optical Audio Connector
3. HDMI Connector (Type A)
4. USB 2.0 Port (Type “A” connector)
5. DC Power Inlet Connector (for EPS10 External Power Supply) with Power Indicator LED



FIGURE 3: C71KW REAR PANEL

3. Other Associated Hardware

i. Mounting Cables

VIII. The C71KW will support table top and wall mounting configurations. It has a recess for attaching a cable tie for hanging the unit in for wall mount.

Cable tie specifications:

- a. Width: 4.5mm
- b. High: 1.25mm



FIGURE 4: C71KW WALL MOUNTING

4. Power Supply

The C71KW uses the DIRECTV EPS10 Power Supply

5. Remote Control

The C71KW needs the RC81V remote (The C71KW will not function with the RC6x or RC7x remotes, and the RC81V will not function with any older DIRECTV receivers and clients). Like the other DIRECTV remotes, the RC81V can be programmed to operate some features on TV's or Audio/Video equipment. The key features of the RC81V Remote are:

- The RC81V Remote works in IR, RF and Bluetooth interface.
 - The remote uses Bluetooth for 2-way communication to the C71KW.
 - Like RF mode, Bluetooth eliminates the need for the remote and the paired devices to be in line of sight to each other.
- The RC81V Remote has a Touch Pad. Basic operations and functions can be made by sliding and pressing the touchpad.
 - If the Remote is not paired to a C71KW, touch pad can be used for functions like Up, Down, Left, Right and Select
 - Once the Remote is paired to a C71KW, it can send absolute touch data to the C71KW.
- Voice Recognition is available in the RC81V Remote. Voice search will only work when the remote is paired to the C71KW.



FIGURE 5: RC81V REMOTE (DRAFT IMAGE - SUBJECT TO CHANGE)

III. FEATURES

A. C71KW Client Audio & Video

1. Resolution

10x123

234 87

234 x 8077

2. Frame Rates

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3. RF Remote Capability

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** Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories.**

IV. MINIMUM REQUIREMENTS

The minimum requirements for the C71KW are:

- Theiiio sdjakljftio
- HD lltj asip kltjl
- 123 klftkk lltkjky
- Atjtkoas ldheujt

V. QUICK START INSTRUCTIONS

The DIRECTV hrlji lkt;p sjdlidipp jwoerhk bcyo. Thelithk frandt lshthiww, theoioh jkdoippw kadlioitjk hsyuj. Whdnthuiaytj bjkt klisnml dtkk kps mkphj ufnn.

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[Instructions follow]

I. TROUBLESHOOTING

A. LED Troubleshooting

	LED State	Description
	Off	Device not powered
	Blinking Blue	Booting up Start within 10 seconds of power ON
	Solid Blue	Normal operation Wireless clients (C61W) should have a connection to the Genie server
	Blinking Green	Bridge in Survey/Beacon Mode MoCA network connected No communication from Genie server to the WVB2
	Solid Green	Good connection to the Genie server but no clients paired with the WVB2
	Blinking Yellow	No MoCA network detected [Note: Although issues will be seen on the wireless client (C61W), the issues are not with the communication between the WVB2 and C61W]
	Solid Yellow	MoCA network established MoCA Phy Rate < 180 Mbps [Note: Although issues will be seen on the wireless client (C61W), the issues are not with the communication between the WVB2 and C61W]
	Blinking Green and Yellow	Wireless Video Bridge Survey/Beacon Mode No MoCA network established
	Blinking Green and Blue	Wireless Client Add Mode
	Solid Red	The WVB2 has a good connection to the Genie server; however, there is a poor wireless connection to one or more wireless clients (C61W)
	Blinking Red	Device error detected

B. Wireless Client C71KW Troubleshooting

C. Remote Control Troubleshooting

VI. APPENDIX

A. FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

ATT/DIRECTV
2230 E. Imperial Hwy
El Segundo, CA 90245
1-800-DIRECTV

- Trade Name: ATT/DIRECTV
- Model Number: C71KW and RC81V

Federal Communications Commission (FCC): This equipment complies with Part 15 of the FCC rules. This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by removing and applying power to the equipment, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving satellite dish antenna.
- Increase the separation between the equipment and the DIRECTV Receiver.
- Connect the equipment into an outlet on a circuit different from that to which the DIRECTV Receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- CAUTION: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

The user may find the following booklet, prepared by the Federal communications Commission, helpful: "How to Identify and Resolve Radio and TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, DC. To meet FCC requirements, only peripherals (computer input/output devices, terminals, printers, etc.) certified to comply with Class B limits may be attached to this device. Operation with non-certified peripherals is likely to result in interference to radio and TV reception. To meet FCC requirements, shielded cables are required to connect the device to a personal computer, peripheral, or other Class B certified device.

For product available in the USA/Canada market, only 2.4G Wi-Fi channel 1~11 can be operated. Selection of other channels is not possible.

This device is restricted for indoor use.

If trouble is experienced with this unit, for repair or warranty information, please contact DIRECTV Customer Care at the address and phone number listed below. If the equipment is causing harm to the

network, the telephone company may request that you disconnect the equipment until the problem is resolved.

ATT/DIRECTV
2230 E. Imperial Hwy
El Segundo, CA 90245
1-800-DIRECTV

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this DIRECTV Satellite Receiver does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your alarm company, telephone Company or a qualified installer.

DO NOT DISASSEMBLE THIS EQUIPMENT. It does not contain any user-serviceable components. We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources.

FCC RF Radiation Exposure Statement

MPE/SAR/RF Exposure Information. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment was verified for RF exposure and found to comply with Council Recommendation 1999/519/EC and FCC OET-65 RF exposure requirements.

WARNING: While this equipment is in operation, a separation distance of at least 20 centimeters (equal to 8 inches) must be maintained between the antenna inside the equipment and the bodies of all persons exposed to the antenna in order to meet the FCC RF exposure guidelines. Making changes to the antenna or the equipment is not permitted. Doing so may result in the equipment exceeding the FCC RF exposure guidelines. This equipment must not be co-located or operated in conjunction with another antenna or radio transmitter.

B. SAFETY & CARE

As part of our ongoing commitment to help conserve energy and reduce waste, we have made user manuals available online where you can conveniently access them at any time. Please go to att.com or directv.com/manuals

Your DIRECTV® Receiver has been designed and manufactured to stringent quality and safety standards. You should, however, be aware of the following important precautions for safe and optimal use of the equipment. Meaning of symbols printed on the rear panel of the product:



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. Use only the power supply (power cord) that came with your DIRECTV® Receiver. Failure to use the authorized power supply (power cord) may cause electric shock, fire, bodily injury,



WARNING: To reduce the risk of fire or electronic shock, do not expose this product to rain or moisture. The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the receiver.



CAUTION: To reduce the risk of electric shock, do not remove cover (or back).
No user serviceable parts inside.
Refer servicing to qualified service personnel.

IMPORTANT: Be sure not to place your DIRECTV® Receiver near anything WET or HOT.
If this product is rated at 240VAC, a suitable attachment plug should be used.

CAUTION: Avoid moisture to reduce the risk of fire or electric shock. The DIRECTV® Receiver should not be used near water (for example, kitchen sink, bathtub, pool, damp basement). Also, never spill liquid on the receiver, and do not place vases or other vessels containing liquid on top of it.

TIP: We highly recommend plugging the DIRECTV® Receiver into a surge protector to prevent damage from fluctuations in your power supply.

Note to Satellite Dish Installer: This reminder is provided to call your attention to articles 810 and 820 of the 2011 National Electrical Code. Refer to article 810, in particular 810-1 and 810-15, for required grounding of the metal structure of the dish antenna. Refer also to the 810-2 which, by reference to article 820, requires that the satellite dish coaxial cable shield be connected to the grounding system of the building as close to the point of cable entry as practical.

and/or property damage. If the power supply (power cord) becomes damaged or needs to be replaced, please contact DIRECTV Customer Service to obtain an authorized replacement.

- Ensure proper ventilation—the vent slots on the DIRECTV® Receiver must be left uncovered to allow proper airflow to the unit. Blocking the airflow to the unit could impair performance or damage your receiver and other components.
- Do not stack electronic components or other objects on top of the DIRECTV® Receiver. Also, do not stack the receiver on top of a hot component such as an audio power amplifier.
- Protect your components from power surges by connecting all the components before plugging any power cords into the wall outlet. Use of a surge protector is also recommended.
- Don't overload power outlets or extension cords, which can result in the risk of fire or shock. It's also important to use only the type of power source indicated on the marking label or in this manual.
- Avoid audio hum or interference by inserting all cable plugs firmly into their jacks. Also, place Audio/Video (A/V) cables to the sides of the TV back panel rather than down the middle once connected. Try not to coil any twin-lead cables, and keep them away from A/V cables as much as possible.
- Never insert objects of any kind into any openings in the DIRECTV® Receiver (other than the DIRECTV® Access Card as detailed in this manual).
- Place it on a flat, hard surface—do not operate the DIRECTV® Receiver on a carpet or other padded surface.
- Always unplug your DIRECTV® Receiver before moving it.

- Always unplug the DIRECTV® Receiver, TV and other equipment before you connect or disconnect any cables.
 - The only way to disconnect the DIRECTV® Receiver from the power supply is to remove the power cord. The DIRECTV® Receiver unit must therefore be installed next to the power point, which must be easily accessible.
 - **CAUTION: Electric Shock**—never attempt to disassemble the DIRECTV® Receiver yourself; always take it to a qualified service person when repair is required. Opening or removing covers may expose dangerous voltage or other risks, and incorrect reassembly can cause shock when receiver is subsequently used. Attempted self-repair may also void your warranty. Changes or modifications not expressly approved by the party responsible for compliance (by the warranty or by the manufacturer) could void the user's authority to operate the equipment.
 - Do not drop your DIRECTV® Receiver, and always move it with care.
 - Have your DIRECTV® Receiver professionally serviced (do not attempt to service it yourself).
 - Any changes or modifications in the construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
 - If you move your DIRECTV® Receiver between locations at different temperatures, allow it to reach room temperature before you apply power to it.
 - Do not pick up or otherwise move your DIRECTV® Receiver while it is connected to the AC power supply. If you want to move your DIRECTV® Receiver, first disconnect it, then wait at least 30 seconds before continuing.
 - **CAUTION:** To reduce the risk of fire, use only No. 26 AWG or better telecommunications line cord.
 - **CAUTION:** Replace remote control batteries with same or equivalent type. There is danger of explosion if batteries are incorrectly replaced.
 - For your information: The identification sticker can be located behind the small door on the front panel of your receiver.
 - The telecommunication network voltage used is the category number 3.
-
- See product bottom for important safety information.

C. CAUTION—ADDITIONAL SAFETY INSTRUCTIONS

The WVBG2 requires the UL Listed EPS10-15 or EPS10-36 External Power Supply having the following rating: Input rating 120Vac, 60Hz, 1.8A, output rating 25.2Vdc, 2.86A, 72W.

D. LIMITED 1-YEAR WARRANTY

DIRECTV warrants your DIRECTV® Receiver and any included accessories against defects in material or workmanship for a period of 1-year after the date of acquisition.

Who Is Covered?

You must have proof of acquisition to receive warranty service. A receipt or other document showing that you acquired the product is considered proof of acquisition. THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER ACQUIRER OR ANY PERSON RECEIVING THE DIRECTV® RECEIVER AS A GIFT FROM THE ORIGINAL CONSUMER ACQUIRER AND TO NO OTHER ACQUIRER OR TRANSFEREE. THIS WARRANTY DOES NOT EXTEND TO COMMERCIAL USERS. THIS PRODUCT IS NOT AUTHORIZED FOR USE OUTSIDE THE UNITED STATES AND ANY SUCH USE VOIDS THIS WARRANTY.

What Is Covered?

Warranty coverage begins the day you acquire the product. For 1-year from the acquisition date, at the option of DIRECTV, the DIRECTV® Receiver will be repaired or replaced with a new, repaired, refurbished or comparable product (whichever is deemed necessary) if it becomes defective or inoperative. This exchange is done without charge to you for parts and labor. You will be responsible for the cost of shipping to and from the location designated by DIRECTV. If DIRECTV cannot reasonably repair or replace the Receiver then DIRECTV may, at its sole discretion, refund the price you paid for the product or the current retail price of the product.

All products, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires. After 1-year from the date of acquisition, you pay for the replacement of all parts, and for all labor charges.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

What Is Excluded?

Your warranty does NOT cover:

Labor charges for installation or setup of the product.

Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the product.

Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of DIRECTV. Incidental or consequential damages resulting from the product.

SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. Any modifications or other changes to the product, including but not limited to software or hardware modification in any way other than as expressly authorized by DIRECTV, will void this limited warranty. Except in the case of hardware or software provided by DIRECTV, installing software modifications, “hacks” or utilizing service access or “back doors” will void this limited warranty. Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. A product used for commercial or institutional purposes.

DIRECTV makes no warranty that the access connection will be a local (not long distance) phone call.

The continued provisioning of any of the programming and other services delivered through the Receiver including but not limited to television programming, show information, program guide data, and scheduling information.

Make Sure You Keep...

Please keep your receipt or other document showing proof of acquisition. Attach it to this User Guide and keep both nearby. Also keep the original box and packing material in case you need to return your product.

Before Requesting Repair Service...

Please check the Troubleshooting section of this guide. This may save you a call to DIRECTV Customer Care.

To Get Warranty Service

Warranty service will be provided by DIRECTV. If you believe you need service for your Receiver, contact DIRECTV at 1-800-DIRECTV. A representative will go through a diagnostic checklist with you.

If it is determined that the product needs to be returned for service or exchanged, you will receive a return authorization number. The representative will give you complete shipping details.

To Get Out-of-Warranty Service

To obtain out-of-warranty service, contact DIRECTV at 1-800-DIRECTV for information on the possibility of and any costs for repair or replacement of out-of-warranty products.

ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY THE LAW OF ANY STATE OF THE U.S.A., THIS EXPRESS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF DIRECTV. REPAIR OR REPLACEMENT AS PROVIDED IN THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL

DIRECTV BE LIABLE FOR ANY AMOUNT GREATER THAN THE RETAIL PRICE OF THE DIRECTV® Receiver. DIRECTV SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE DIRECTV® Receiver.

SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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