

Your CMS Satellite Connection

A Quick Reference Guide for satellite learning channel
And Indian Country Network users

Getting Started

When your DirecTV system is installed, the installer checks to see that your dish is pointed at the satellite and that all of your connections and settings are correct.

(Hint – always leave your DirecTV system plugged in. Power cord and phone connection should always be connected, even if the receiver is turned off. This makes it possible for DirecTV keep your account activated.)

When the installer leaves, you should be able to see the following image when we are not broadcasting, a blue banner will appear across the top of the screen for about 5 seconds or so and will state "585: Channel Unavailable" and the rest of the screen will be blank.

You should have the following information handy:

Your Site Phone Number _____

Your Account Number _____ (please see spreadsheet for your account Number) _____

Your Card Number _____ (please see spreadsheet for your account Number _____)

(Hint – keep these numbers handy, you will need them to get help from DirecTV.)

Within **30 days** of your installation your account will be activated. This means you should be able to see the following image on channel 585.

(Hint – if you cannot see either the preview image or the image on channel 585, make sure that all connections are good and that your TV (Not the DirecTV receiver) is set to either channel 3 or 4.)

Preparing for a Broadcast

20 days before a scheduled broadcast, check channel 585. If you cannot see the image above, contact **DirecTV** at **1 800 926 2508**. You should also e-mail AYost@cms.hhs.gov to document the problem.

15 days before a scheduled broadcast, DirecTV sends a signal to your receiver, authorizing the receiver to get the scheduled broadcast. (This is why the receiver should always be connected to a power source and a telephone line.)

10 days before a scheduled broadcast, check channel 585. If you can still see the image above, you should be ready for the broadcast. If not, contact DirecTV by phone (800-926-2508) and Andrea Yost by e-mail ayost@cms.hhs.gov.

We will make a test signal available, for a half hour, **2 days** before a broadcast. You will be advised of the time and date of the test. During the test, you should see the following image on channel 585. If not, contact DirecTV (800-926-2508) by phone and Andrea Yost by e-mail ayost@cms.hhs.gov.

15 minutes before air time, you be able to see our image (blue banner, "585: HGS-CMS Centers for Medicare and Medicaid.") on channel 585. If not, contact DirecTV by phone (800-926-2508) and Andrea Yost by e-mail ayost@cms.hhs.gov.