

# Manual



DIRECTV services not available outside the U.S. DIRECTV programming is available separately and independently of DIRECTV equipment. A valid programming subscription is required to operate DIRECTV equipment. Activate your DIRECTV programming today at 1.800.DIRECTV (1.800.347.3288). Nomad service requires the following: a DIRECTV subscription, DIRECTV HD DVR with DVR service, Mobile DVR service, high-speed Internet connection and compatible mobile device. Only available on certain devices from certain providers. Visit [directv.com/nomad](http://directv.com/nomad) for a list of compatible devices and more information. Additional data charges may apply. Blackout rules and local programming, if available, are based on customer's service address. Must register account at [directv.com](http://directv.com) to use feature. Connections vary. © 2011 DIRECTV, Inc. DIRECTV and the Cyclone Design logo, DIRECTV Plus and nomad are trademarks of DIRECTV, Inc. 30034-09

# DIRECTV® nomad™

Your favorite shows go with you, *anywhere you go.*

Your favorite shows go with you, *anywhere you go*.



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# nomad™ Product Information

Keep your receipt to obtain warranty parts and service and for proof of acquisition. Attach it here and record the serial and model numbers in case you need them. These numbers are located on the bottom of the nomad.


Model No.	
Serial No.	
Acquisition Date	
Address/Phone	


nomad is compatible with HD DVR models R22, HR20, HR21, HR22, HR23, HR24. Additional models may be added in the future. Please visit **directv.com/nomad** for up-to-date listings.

# Important Safety Instructions

Your DIRECTV® nomad™ 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 dangerous voltage consisting of a risk of electric shock is present within this unit.

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

- 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 from the apparatus.
- 11) Only use attachments/accessories specified by the manufacturer.
- 12) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 13) 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.

**WARNING:** To reduce the risk of fire or electric 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 apparatus.

 **CAUTION**  
RISK OF ELECTRIC  
SHOCK DO NOT OPEN! 

**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.

**CAUTION:** Avoid moisture to reduce the risk of fire or electric shock. The DIRECTV® nomad™ 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.

**IMPORTANT:** Be sure not to place your DIRECTV nomad near anything WET or HOT!

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

- Ensure proper ventilation — the DIRECTV nomad must be left uncovered to allow proper airflow to the unit. Blocking the airflow to the unit could impair performance or damage your device and other components.
- Do not stack electronic components or other objects on top of the DIRECTV nomad. Also, do not stack the device 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.
- Never insert objects of any kind into any openings in the DIRECTV nomad.
- Place it on a flat, hard surface — do not operate the DIRECTV nomad on a carpet or other padded surface.
- Always unplug your DIRECTV nomad before moving it.

- Always unplug the DIRECTV nomad, TV, and other equipment before you connect or disconnect any cables.
- The only way to disconnect the DIRECTV nomad from the power supply is to remove the power cord. The DIRECTV device unit must therefore be installed next to the power point, which must be easily accessible.
- **CAUTION:** Electric Shock — never attempt to disassemble the DIRECTV nomad 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 nomad and always move it with care.
- Have your DIRECTV nomad professionally serviced (*do not attempt to service it yourself*).
- Any changes or modifications in 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 nomad 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 nomad while it is connected to the AC power supply. If you want to move your device, first disconnect it, then wait at least 30 seconds before continuing.
- *For your information:* The identification sticker can be located on the bottom of your device.
- The telecommunication network voltage used is the category number 3.

## What does the DIRECTV® nomad™ do?

The nomad is a revolutionary new product from DIRECTV that will forever change your TV experience. The nomad allows you to download DVR content from your DIRECTV Plus® HD DVR to your computer or mobile device through your home wireless network with Internet access. For the first time, you will be able to take your recorded programs wherever you go, watching downloaded programs on your computer or mobile device through the easy-to use computer or mobile application.

# What do you need to start using your nomad?

## To use the DIRECTV® nomad™, there are a few simple requirements:

- Active DIRECTV account and programming package
- DIRECTV Plus® HD DVR with DVR service
  - Nomad is compatible with HD DVR models R22, HR20, HR21, HR22, HR23, and HR24. Additional models may be added in the future.
  - If you do not see your HD DVR model, visit **directv.com/nomad** for up-to-date listings.
- High-speed Internet service
  - If you do not currently have Broadband Internet Service in your home, please contact your Internet provider for assistance.
- HD DVR connected to Internet
  - Visit **directv.com/getconnected** for help connecting your HD DVR to the Internet.
- Wireless router connected to the Internet with an available Ethernet port

- **directv.com** account login
  - If you do not currently have a **directv.com** account login, please visit **directv.com** to register.
- A computer or compatible mobile device
  - Visit **directv.com/nomad** for a list of compatible devices.
- Mobile DVR service
  - Mobile DVR service will be added to your account during the application setup process on your computer or mobile device.

If you have questions or do not meet these requirements, go to **directv.com/nomad** to get more information on the service requirements.

If you meet these requirements, you are now ready to begin using the nomad service.

## Connecting your nomad™

### Step 1: Confirm that your HD DVR is connected to the Internet

- Press the right arrow on your remote control.
  - If you see the pop-up message below, your receiver is **NOT** connected to the Internet. Visit **directv.com/getconnected** for more information on how to connect your HD DVR to the Internet.

No network connection detected.  
Please check your connection and  
try again. (9)

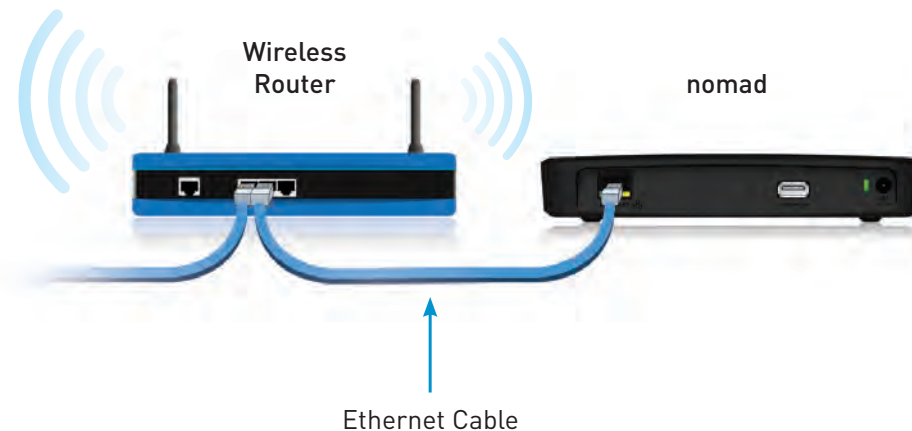
More Info

Cancel

- If you do not see the above message, your HD DVR is connected, so proceed to Step 2.

### Step 2: Connect your nomad™ to your wireless router

- Plug one end of the Ethernet cable into the back of the nomad.
- Plug the other end of the Ethernet cable into your wireless router.





### Step 3: Power up your nomad™

- Plug the power adapter into the nomad.
- Plug the other end of the power adapter into an electrical outlet.

**Note:** The green light confirms a proper connection.



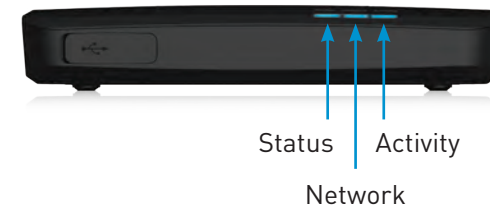
Plug Pronged End of Cord  
into Electrical Outlet

### Step 4: Verify that all three lights are blue on the nomad™

If all connections in Steps 1, 2 & 3 have been made correctly, all 3 lights on the front of the nomad will be blue.

**Note:** The status light on the nomad will display an Amber color and start blinking if new firmware is available. The update will happen automatically and the light will return to blue when finished. Please allow up to 10 minutes for the process to complete.

- **Status light will be blue**  
Indicates that the nomad system has properly powered up
- **Network light will be blue**  
Indicates that the nomad is connected to the Internet
- **Activity light will be blue**  
Indicates that the nomad is connected to your HD DVR



If any of the lights displays a different color than blue, recheck all connections made or consult the "Troubleshooting" section in the **manual**.

## Step 5: Download and install the nomad™ application on your computer or mobile device

- Enable Wi-Fi on your computer or mobile device and connect to your wireless router.
- Visit **directv.com/nomad** to download and install the application on your computer or for information on how to access the mobile applications.
- Follow the on-screen instructions to activate your nomad and register your application.

**Note:** Your nomad comes with 5 device licenses used to activate your computers or mobile devices. Once the 5-license limit has been reached, you may delete one of the licensed devices in order to add a new device. A deleted device may be reactivated 30 days after it is deleted.

Use of the nomad application is licensed under DIRECTV's current End User License Agreement. Use of this application is also subject to DIRECTV's privacy policy and other legal policies, including DIRECTV's Customer Agreement for users who are DIRECTV customers.

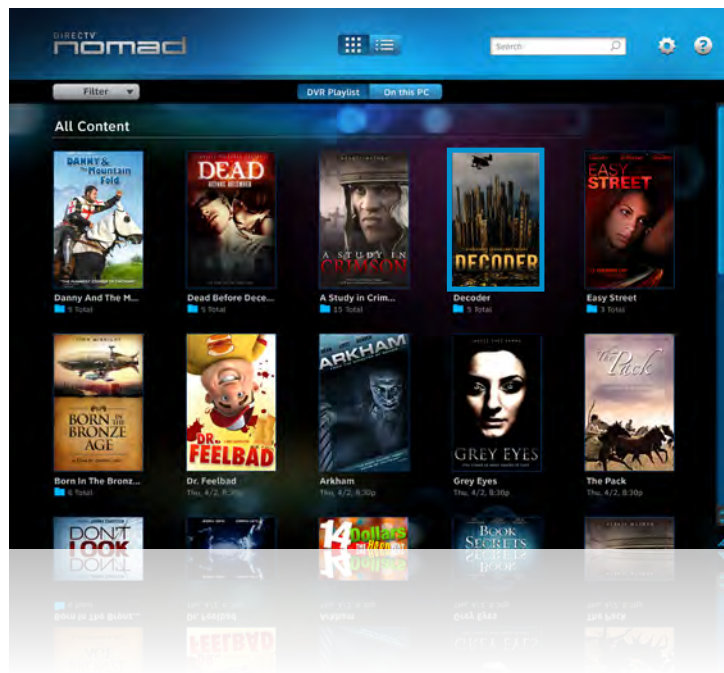
## Using your Application

Using the application, you can view your HD DVR playlist, select shows and download them to your computer or your mobile device to take with you anywhere.

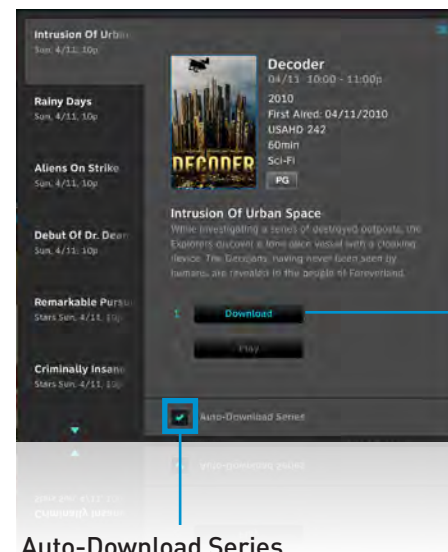
**Step 1:** Open the application on your computer or mobile device.



**Step 2:** Select a program from your playlist.



**Step 3:** Select **Download** to prepare and download a program to your computer or mobile device.



Auto-Download Series

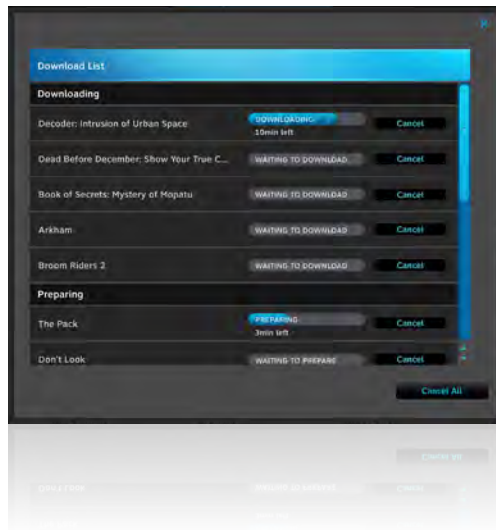
Download

### Quick Tip:

Set **Auto-Download Series** to automatically prepare a program for your computer or mobile device every time your HD DVR records an episode.

**3a: Preparing** is the process of putting a mobile version of the program onto your nomad™. This will take the same amount of time to complete as the program's run time.

**For example:** A 1-hour program will take at least 1 hour to prepare, plus additional time based on your network speed to download to your computer or mobile device.



**Note:** The following will interfere with or delay the preparation process:

- The program has not completed the recording process to your HD DVR.
- The HD DVR with the recorded program on it is currently being accessed by another receiver within your Whole-Home DVR service.

**Note:** Certain programming may not be compatible with this device.

**3b: Downloading** is the process of moving the prepared program from the nomad™ to your computer or mobile device for viewing.

**Note:** Your computer or mobile device must be connected to your wireless router with wireless (Wi-Fi) turned on. Use the application to select and download programs from your HD DVR to your computer or mobile device. Once downloaded, your device will store the downloaded program(s) for 30 days.

**Step 4:** Your program is now ready to watch anytime, anywhere.

## Additional Information

### nomad™ limit

Only 1 nomad unit can be activated per account.

### Storage

Your nomad comes with built-in storage capacity. It can hold approximately 20 hours, depending on the type of recorded programming. If you fill up your nomad with programming, the oldest piece of programming will automatically be deleted to make room for new programming. Programs will also be automatically deleted from the nomad if you delete them from your HD DVR. As long as you have storage capacity on your computer or mobile device, the programming will remain on your computer or mobile device for 30 days unless otherwise deleted.

You can expand your storage capacity by plugging an external hard drive or USB storage device into the USB slot on the back of the nomad.

**Note:** *The USB hard drive will be formatted for use with your nomad, so make sure you do not have any files you would like to keep on that drive.*

### Access your DVR playlist

To access your HD DVR playlist from your computer or mobile application, you must enable Whole-Home playlist sharing and external device access on your HD DVR.

- *Share your playlist:*
  - *Go to Menu > Parental, Fav's & Setup > System Setup > Whole-Home > Share Playlist*
  - *Set Share Playlist to "Yes."*
- *Allow access from an external device:*
  - *Go to Menu > Parental, Fav's & Setup > System Setup > Whole-Home > External Device*
  - *Change External Access from "Block" to "Allow."*
  - *Change Recordings from "Block" to "Allow."*

### Activating a deleted device

A device may be reactivated 30 days after it is deleted.

**Note:** *See Step 5 on page 14 for information on how to add or delete a device.*

## Deleting programs

A program will be deleted from the nomad if you delete it from your HD DVR or you have run out of storage capacity on your nomad. This will not affect any programs that you have stored on your computer or mobile device.

Deleting a program from your computer or mobile device will not delete it from your HD DVR or your nomad.

## Whole-Home DVR service

If you are using Whole-Home DVR service to watch a program from one of your receivers in another room, this will delay the nomad™ from preparing a program for your computer or mobile device until you have finished watching your program.

## Available programs

Some programs may not be available to download to your computer or mobile device. These programs will be indicated when selected. Examples of these programs may include recordings like Pay Per View movies or events. Visit **support.directv.com** for more information.

## Checking your HD DVR Internet connection to your Home Network

From the Menu > Parental, Fav's & Setup > System Setup > Network Setup.

If you have never connected to the Internet, select the button "Connect Now". If in the past, you connected to the Internet, select the button "Repeat Network Setup".

If you are connected to the Internet, the message will read, "Your receiver is connected to DIRECTV via the Internet." with a "Continue" button. If you want to perform Whole-Home DVR service setup, select "Continue". If Whole-Home DVR service is already set up, then hit "Exit".

If there is no connection, the message will read, "We were not able to connect to the Internet. Would you like to get connected?" with buttons "Get Connected" and "Connect Later". "Get Connected" will walk you through a network connection wizard.

## Resetting the nomad™

On the front panel behind the cap is a red reset button. This button has two types of Resets that are initiated by pressing and holding the button.

- Press for 3 seconds: to restart the nomad (cycles power off and on)
- Press for 30 seconds and release: remove user configurable options (all user settings set back to default and content is kept)

Manual updates may be available from time to time. You can download these online at **directv.com/manuals**

# Frequently Asked Questions

- 1. Can I download programs outside the home?** No, you will need to be in your home network to download programs to your computer or mobile device.
- 2. How long does it take to download a program to my computer or mobile device?** A 1-hour program will take at least 1 hour to prepare, plus additional time based on your network speed to download to your computer or mobile device.
- 3. How long will a program stay on my device?** The application will store content for 30 days. If the content is re-downloaded, the 30 day countdown starts again.
- 4. Are there programs that I cannot download to my computer or mobile device?** Yes, the application will indicate programs that are not available to download. Visit **support.directv.com** for more information.
- 5. How long do prepared programs stay on the nomad™?** Programs will stay on the nomad unless they are deleted from your HD DVR or if the nomad runs out of space. Shows are removed on a first-in, first-out basis.
- 6. Is there a limit to how many programs the nomad will store?** The nomad will store approximately 20 hours of programs (16 Gigabytes). See additional information listed on page 20.

Visit **support.directv.com** for more information.

# Troubleshooting

The nomad™ Status, Network, and Activity lights can help you understand the overall status of your nomad. If you are experiencing technical difficulties with your nomad hardware, please consult the **Status Light Troubleshooting Chart** and subsequent **Amber Status Light Chart** on the next page to solve any issues you may be experiencing.

Status Light Troubleshooting Chart		
	Status Light	nomad Status
OK	Solid White	nomad is powering up.
	Solid Blue	nomad is set up properly.
	Blinking Blue	Content downloading from nomad to device.
	Pulsing Blue	nomad is preparing DVR content for mobile use.
	Blinking Amber	Downloading nomad device firmware update.
PROBLEM	Solid Amber	Indicates general problem with nomad. (See <b>Amber Status Light</b> section on next page for info.)
	Red	Critical Error. Unplug power from nomad and contact DIRECTV customer service.
	Off	No power. Make sure power cord is plugged in correctly and that electricity is working.

# Amber Status Light Chart

When the status light is amber, it indicates two possible problems, both of which are indicated by the statuses of the Network and Activity lights.

Amber Status Light Troubleshooting Chart		
Network/Activity Light Status	Problem	Solution
Amber Status Light is ON Network Light is OFF	No Internet connection	Make sure that the router is connected to the Internet and the cable between the router and the nomad device is properly secured. (See Step 2 on page 11.)
Amber Status Light is ON Activity Light is OFF	nomad can't find an HD DVR to communicate with	Make sure that the HD DVR is powered on (stand-by mode is OK), and that you have an active Internet connection.  See the Additional Info section on page 20 for instructions on checking your HD DVR's connection to the Internet or visit <b>support.directv.com</b> .

# Legal Disclaimers

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## Limited 12-Month Warranty

DIRECTV warrants your DIRECTV® nomad™ (Model Number: MDR1R0-01) and any included accessories against defects in material or workmanship for a period of twelve (12) months 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 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 twelve (12) months from the acquisition date, at the option of DIRECTV, the DIRECTV nomad 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 repair location designated by DIRECTV. If DIRECTV cannot reasonably repair or replace the nomad 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 twelve (12) months 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, Internet connections, routers, 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, Internet connections, 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.

The continued provisioning or availability of any of the programming, recorded content, and other services delivered through the nomad™ 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 Manual 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 Service.

### **To Get Warranty Service...**

Warranty service will be provided by DIRECTV. If you believe you need service for your nomad™, contact DIRECTV at **1.800.531.5000**. 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 **1.800.531.5000** for information on the possibility of and any costs for repair or replacement of out-of-warranty products.

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DIRECTV, Inc.  
2230 E. Imperial Hwy  
El Segundo, CA 90245  
**1.800.DIRECTV**

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Attention: Vice President, STB Engineering

DIRECTV, Inc.  
2230 E. Imperial Hwy  
El Segundo, CA 90245

## Quick Checklist

### Connecting your nomad™

- ☐ Confirm that your HD DVR is connected to the Internet.
- ☐ Connect your nomad to your wireless router.
- ☐ Power the nomad.
- ☐ Verify that all three lights are blue on the nomad.
- ☐ Download and install the application on your computer or mobile device.

### Using your nomad

**Step 1:** Open the application on your computer or mobile device.

**Step 2:** Select a program from your playlist.

**Step 3:** Select **Download** to prepare and download a program to your computer or mobile device.

**3a: Preparing** is the process of putting a mobile version of the program onto your nomad.

**3b: Downloading** is the process of moving the prepared program from the nomad to your computer or mobile device for viewing.

**Step 4:** Your program is now ready to watch anytime, anywhere.

**Note:** See Additional Information on page 20.