



HR20 Software Download Issue



Black Screen or HD DVR Logo on Software Download

Overview:

The HR20 may have a problem downloading software, resulting in the display of a Black Screen or the HD DVR Logo. There are two scenarios of this problem. Both scenarios are easily fixed. You will not know if you have a problem until you attempt to download the software.

How to Download Software:

When installing an HR20, new software is required before going through Guided Set Up. To get the software press "02468" on the remote when the HR20 gets to the "Hello Welcome to DIRECTV" screen.

What You Will See When Downloading:

This should take you to the "NEW SOFTWARE FOUND" screen. The HR20 will begin to download the new software code. You will see the progress bar % increase. Once it reaches 100%, the HR20 will show "Hello Welcome to DIRECTV", then show "Almost There" and then it will proceed to the first guided set up screen.

Identifying if There is a Problem:

If you are unable to get to the "NEW SOFTWARE FOUND" screen and see the HD DVR logo screen (or black screen) for more than 6 minutes, then review the two scenarios at the right and follow the solutions.

Scenario 1:

If the Component, S-Video or RCA outputs connected:

HR20 stuck on HD DVR logo screen for more than 6 minutes

Solution:

1. Press the red reset button.
2. You will see "Hello Welcome to DIRECTV" screen.
3. Then you will see the "Almost There" screen.
4. When you see the "Almost There" screen, using IRD Front Panel, **press and hold down (at the same time) Record button and Down Arrow button** until you see the "Hello Welcome to DIRECTV" screen. (Note: the box will reboot during this time, this is normal)
5. **DO NOT unplug or interrupt the power or reset IRD during this reboot.** The estimated wait time until you see the "Hello Welcome" screen after pressing and holding down Record & Down Arrow button could take up to 2 minutes. Average time is 1 minute.
6. At this point the box has rebooted and the drive has been reformatted.
7. Then you should see the 1st guided set up screen, the language selection screen in about 5-6 minutes.
8. Continue installing as normal.

Scenario 2:

If the HDMI or DVI to HDMI output are connected:

HR20 shows black screen for more than 6 minutes.

Solution:

1. Press the red reset button.
2. You will see "Hello Welcome to DIRECTV" screen.
3. Then you will see the "Almost There" screen.
4. When you see the "Almost There" screen, using the Front Panel, **press and hold down (at the same time) Record button and Down Arrow button** until you see the "Hello Welcome to DIRECTV" screen. (Note: the box will reboot during this time, this is normal)
5. **DO NOT unplug or interrupt the power or reset IRD during this reboot.** The estimated wait time until you see the "Hello Welcome" screen after pressing and holding down Record & Down Arrow button could take up to 2 minutes. Average time is 1 minute.
6. At this point the box has rebooted and the drive has been reformatted.
7. Then you should see the 1st guided set up screen, the language selection screen in about 5-6 minutes.
8. Continue installing as normal.

***Please note when using HDMI connection:**

The HD DVR logo screen is not constantly displayed during boot up like on the other outputs, so the symptom looks a little different.

To make sure this is really the issue with the HR20; you can connect the HR20 to the TV using RCA cables and look for the HD DVR logo screen. Then follow the steps above. The steps to fix this issue are the same regardless of the video output.

