

DIRECTV RESIDENTIAL EXPERIENCE (DRE) PARENTAL CONTROL FEATURE INSTALLATION



Your DIRECTV DRE service provides limited Parental Control. As a result, Parental Control functionality is not controlled via a centralized server and can only be enabled and disabled on each receiver using the receiver's user interface.

It is recommended that you track the receivers that may be in Parental Control mode and disable that feature after guest check-out to ensure there are no Parental Control limitations when a new guest occupies that room.

PLEASE NOTE:

Power Cycling the DRE Receiver does not disable/reset Parental Control. Parental Control can only be disabled via Keyword Search or MCS.

How to enable the Parental Control feature on DRE Receivers via Keyword Search

1. Press the "Menu" key on the remote control for the receiver you wish to enable.
2. Navigate to the "Search" option. Choose the "Keywords" option.
3. Using the remote control keypad or the letters on the Keyword Search screen, type: **DREPARENTALCONTROLON** and press the "Continue" key.
4. In the search category screen, select "All" and wait for the search function to complete.
5. Press the "Exit" key on the remote control to get live video.
6. Press the "Info" key on the remote control. The words "Parental Control" should appear on the receiver's Info Banner at the top of the screen.
7. You can now navigate to the parental control and configure your desired settings.

How to disable the Parental Control feature on DRE Receivers via Keyword Search

1. Press the "Menu" key on the remote control for the receiver you wish to enable.
2. Navigate to the "Search" option. Choose the "Keywords" option.
3. Using the remote control keypad or the letters on the Keyword Search screen, type: **DREPARENTALCONTROLLOFF** and press the "Continue" key.
4. In the search category screen, select "All" and wait for the search function to complete.
5. Press the "Exit" key on the remote control to get live video.
6. Press the "Info" key on the remote control. The words "Parental Control" should NOT appear on the receiver's Info Banner at the top of the screen. Parental Control password and settings should reset to default settings.

Thank you,
DIRECTV

