

Q-1. What is DD DIRECT+ ?

A. DD DIRECT+ is India's first and only FTA Direct-To-Home (DTH) Service from Doordarshan.

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Q-2. What is FTA DTH ?

A. Normally all over the world the DTH operator charges activation charges and monthly subscription charges depending upon the channels to be viewed. DD DIRECT+ is unique FTA-DTH (Free to Air DTH) in which the subscriber can buy the receiver from open market and start viewing the programmes without paying a penny.

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Q-3. What is the composition of DD DIRECT+ bouquet?

A. DD DIRECT+ bouquet is a fantastic combination of Doordarshan channels, Private TV channels and Audio channels of All India Radio.

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Q-4. What is the maximum number of channels, which can be put on DD DIRECT+?

A. There is no limit as such; the number of channels would be increased in phases depending upon the availability of the platform.

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Q-5. When the DD DIRECT+ service started?

A. The DD Direct to home bouquet was formally inaugurated by our Honorable Prime Minister on 16/12/2004. At present the transmission is 'ON' with 33 TV and 12 Radio channels.

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Q-6. What is the reach of DD DIRECT+?

A. DD-DIRECT is available throughout the country except Andaman & Nicobar Islands and reaches even those places where cable is not available.

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Q-7. What are the advantages of DD DIRECT+ over cable connection?

A. DD DIRECT+ ensures excellent Picture Quality for all the channels in the bouquet. There is no intermediary and one gets the signals directly from the broadcasters. There are no recurring charges to be paid to anybody to view any of the programmes.

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Q-8. Can DD DIRECT+ be viewed without disconnecting existing cable connection?

A. Cable connection can be viewed in normal TV mode and DTH channels can be viewed in AV mode by choosing the AV option from the remote of your TV set. DTH channels can be changed using STB remote control.

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Q-9. Once the Dish & Decoder are installed, will it be possible to receive all channels?

A. Yes all the channels available in the bouquet can be received once the receive equipment is installed.

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Q-10. If there are more than one TV set in one house; will all TV sets require separate STBs/Dishes to receive DD DIRECT+?

A. Yes, for each TV a separate STB will be required.

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Q-11. How much is the power consumption of a receive system ?

A. It consumes approximately 40 Watts of electric power.

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Q-12. If one changes his residence or moves to some other city, can he continue to use the same STB and the Dish to receive DD DIRECT+?

A. Yes, he can carry the equipment anywhere in India and continue to enjoy DD DIRECT+ after installing dish in the new location.

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Q-13. Will the reception be affected by rains/snowfall?

A. Though provision exists in the uplink system to take care of fading of the signal due to rains, yet heavy rains may result into outage for a few minutes in the DTH signal.

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Q-14. Where can the Dish be installed?

A. Dish can be installed on the rooftop or on the wall.

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Q-15. Are any Audio (Radio) channels also available in DD DIRECT+?

A. Yes, at present there are about 21 Radio channels available in the bouquet.

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Q-16. Is Doordarshan marketing/selling/appointing dealers for the Receive Equipment?

A. NO. The equipment is available in the open market and can be had from any TV Dealer. Doordarshan has not authorized anybody to sell the Receive Equipment nor has given any dealership etc. for the purpose.

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Q-17. Has Doordarshan authorized anybody to collect any money for Receive Equipment or as subscription Fee etc?

A. It is clarified that no subscription fee is required to be paid to ANYBODY for receiving the DD DIRECT+ signal. The service is totally free and expenditure involved is only one time i.e. on the Receive Equipment, which is available in the open market and can be purchased and installed

through the dealer of this type of equipment.

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Q-18. Is Doordarshan appointing any dealer in future for marketing the platform/receive equipment/ subscribers/customers?

A. NO.

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Q-19. What should be the cost of the Receive Equipment for DD DIRECT+?

A. The indicative price of a Receive System may be less than Rs.3000. It may however vary with the make of equipment and will also depend upon the local taxes/prevailing custom duty etc.

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Q-20. Can the receive System be installed by the viewer himself?

A. Detailed procedure for installation is given in the website. However, it is advisable to take the help of skilled technical person for the installation of the system.

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Q-21. What are the channels available on the DD DIRECT+ platform?

A. The information is available in the FAQs.

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Q-22. Can the Receive Dish be fixed on the window grill?

A. It may be possible to get the dish fixed on the window grill with slight modification on the grill or the fixtures but it is desirable to fix the dish on rigid wall or roof top .

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Q-23. Will the DD DIRECT+ available in a particular city/locality?

A. The signal can be received anywhere in India except in Andaman and Nicobar.

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Q-24. Which are the dealers of the equipment in a particular city/town?

A. Receive equipment is generally available with the TV dealers / shops.

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Q-25. Will DD DIRECT+ signal be available to my remote village, where no TV tower is installed?

A. Yes, the DD DIRECT+ signal is made available to you through satellite and doesn't require any tower or cable for its distribution.

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Q-26. Are you providing any value added service like Internet etc. over your DTH

platform?

A. No, presently there is no such plan.

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Q-27. Channel name in TV channel list is different then the Actual TV program shown? in that case what shall I do ?

A. In the STB the change in program (TV channel) is detected but the information of changed channel name is not stored automatically. The required change of information can be stored by deleting the earlier information and reinstalling (scanning) the new channel information.

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Q-28. How to update the changes in TV channel name manually?

A. The procedure to update the changes in program name varies from make to make of STBs. Follow the procedure mentioned in the installation manual supplied along-with the STB. For some more details click-

EXAMPLE-1.

Following are the steps to be followed to scan or search the channels in DTH bouquet.

1. Press 'Menu'
2. Go to 'installation' or 'Setup Programme'
3. Fill the details as below
 - 'Satellite' INSAT 4B
 - 'T P Frequency' 11490 MHz*
 - 'LNB Frequency' 09750 MHz*
 - 'Symbol rate' 27500*
 - 'Polarization' V *
 - '22K' OFF *
 - 'Search mode' FTA
 - 'Disc. Equal'. Off
4. After filling the above values Go to 'search'
5. Press 'OK'
6. The new TV and Radio services will be displayed.

*** For other frequencies and related parameters refer to table below.**

Note:-The above-mentioned steps may be in different order in some of the STBs. In case there is any difficulty, viewers are advised to contact the nearest STB dealer. The different transponder frequency, LNB frequency, symbol rate etc. required to tune the STBs for all the channels available in the DD Direct plus are summarized as below: -

Sr. No.	Transponder Frequency	Polarization	Symbol Rate	FEC	LNB
1	10990	V	27500	3/4	09750 OFF OFF
2	11070	V	27500	3/4	09750 OFF OFF
3	11150	V	27500	3/4	09750 OFF OFF
4	11570	V	27500	3/4	09750 OFF OFF
5	11490	V	27500	3/4	09750 OFF OFF

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Q-29. How to delete TV channel programme in STB manually?

A. The procedure to delete TV Channel programme in the TV channel list varies from make to make of STBs. Follow the procedure mentioned in the installation manual supplied along-with the STB. For some more details click-

EXAMPLE 2.

Following are the steps to be followed to delete channels in TV channel list.

1. Go to 'Edit Programme'
2. Go to 'Delete programme'
3. Select the channel, using up down key.
4. Press 'OK'

Incase there is any difficulty, viewers are advised to contact the nearest STB dealer