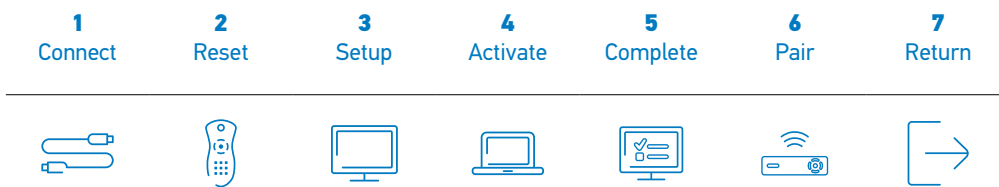


EQUIPMENT ACTIVATION & RETURN INSTRUCTIONS



We've enclosed your replacement Genie® HD DVR. Below are step-by-step instructions on connecting and activating it, plus returning your non-working equipment.

To avoid non-return fees, follow important return instructions at the end of this document.



1 CONNECT YOUR REPLACEMENT GENIE® HD DVR

- Stack your replacement Genie on top of your non-working one.
- Transfer one connection at a time from the non-working Genie to the replacement Genie, except for the power cord.
- Plug the new power cord into the replacement Genie, then into a power outlet. If the receiver doesn't automatically power up, press POWER. Then, turn on your TV.

Need help? Go to directv.com/equipmentinstall.

2 RESET YOUR REMOTE

- On the remote, press and hold MUTE and SELECT.
- The GREEN LED will blink twice.
- Press 9-8-7 on your remote.

Green LED will blink four times if successful.

3 SETUP

- Follow the GUIDED SETUP SCREENS.
- When you get to the SATELLITE DISH SETUP SCREEN, keep the default setting as is, and leave the Order ID field blank.
- Select CONTINUE, and follow the on-screen instructions.
- Make note of your access card number, receiver ID, and model number for activation (found on your TV screen).

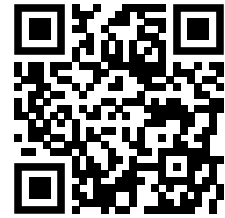
4 ACTIVATE YOUR REPLACEMENT GENIE

Go to directv.com/activate and sign in, then follow the instructions OR

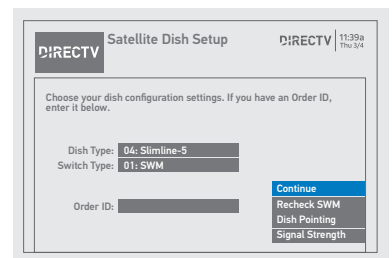
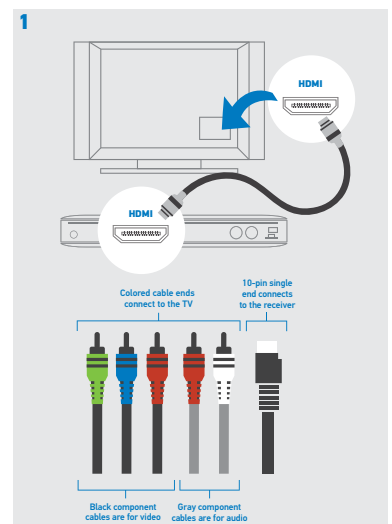
Call **800.388.6597** for our automated activation line.

5 COMPLETE YOUR SETUP

- Continue to follow the guided screens to finish the setup.
- If you are prompted to program your remote control, follow the on-screen instructions or go to directv.com/programremote.



Instructions can be found online at directv.com/equipmentinstall or by scanning the QR code.



EQUIPMENT ACTIVATION & RETURN INSTRUCTIONS



6 PAIR YOUR GENIE® MINI(S) TO YOUR GENIE® HD DVR

Go to your replacement Genie HD DVR.

- On your remote, press MENU, select SETTINGS, and then select WHOLE-HOME. Select MANAGE CLIENTS, and then choose ADD CLIENTS.
- Do not dismiss the screen at your replacement Genie HD DVR location until the setup of the Genie Mini is complete. The PIN that displays on the replacement Genie HD DVR's TV screen will need to be entered on each of your Genie Mini locations.

Go to each of your Genie Mini locations.

- If error code 928 is displayed, on the RESET WIRELESS CONNECTION screen, enter 9876 on your remote.
- Enter the PIN from the previous step.
- Select ADD A NEW LOCATION.
- Enter a customer name for the location and select SAVE NAME.

Note: You need to do this again, even though the location may have been previously set up.

- A confirmation message will appear, select OK.
- You now have two options for applying your Genie Mini settings.
 - To apply the default settings, select DO NOT COPY. Then, select WATCH DIRECTV or BROWSE THE GUIDE to complete the guided setup.
 - To keep your Personalized settings, select COPY to mirror the settings from an existing Genie/Genie Mini setup in your home. Next, select the location where you wish to copy the settings from. Then, select WATCH DIRECTV or BROWSE THE GUIDE to complete the guided setup.

Return to the Genie HD DVR.

- Select DONE on the ADD A CLIENT screen.

To get the most out of your Genie HD DVR, connect your receiver to the Internet by visiting directv.com/directvconnect.

7 RETURN YOUR NON-WORKING GENIE HD DVR

For the fastest return method:

- Bring your equipment to a FedEx® Office Print & Ship Center or to The UPS Store® in a sturdy bag or open box, and your 9-digit account number (located on the packing slip or your bill).
- Do not include your remote control, cables, accessories, or any personal equipment such as DVD players. Make sure the access card is included with the receiver.
- Your equipment will be scanned, packed, and returned to DIRECTV. Once your equipment is scanned, your return will be noted on your account.
- Or, pack the equipment in the box that your replacement receiver came in, or in another box, and use the supplied return shipping label. (Keep the bottom portion of the label for your records.) Then, drop off the box at your local Post Office™ or FedEx® Office Print & Ship Center location. (You can track both at fedex.com.) Your return will be noted on your account when we receive it, which could take up to two weeks.

Find the closest locations:

FedEx® Office Print & Ship Center go to fedex.com/attreturns

or call **800.463.3339**

OR

The UPS Store® go to theupsstore.com or call **800.789.4623**

IMPORTANT INFORMATION

We must receive your non-working leased receiver within 21 days of your replacement order date to avoid non-return fees. Non-return fees are based on type of receiver: DVR (\$135), Genie® HD DVR (\$135), Genie® Mini (\$45), Wireless Video Bridge (\$45), and Genie Lite™ (\$45).

For more information, go to directv.com/support.

