

ACTIVATION & EQUIPMENT RETURN INSTRUCTIONS



We're committed to bringing you the best in video entertainment every day. Your replacement receiver is enclosed. Here's how to connect and activate your new receiver, plus how to return your non-working equipment.

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

- 1**
Connect
- 2**
Reset
- 3**
Setup
- 4**
Activate
- 5**
Program
- 6**
Return



1 CONNECT YOUR REPLACEMENT GENIE® MINI

- Carefully stack your replacement Genie Mini on top of your non-working Genie Mini.
- Transfer one connection at a time from the non-working Genie Mini to the replacement Genie Mini, except for the power cord. Need help? Go to directv.com/equipmentinstall
- Plug the power cord into the replacement Genie Mini, then into a power outlet. If the receiver doesn't automatically power up, press the POWER button.
- Turn on your TV.

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.
- The GREEN LED will blink four times if successful.

3 SETUP

Go to the Genie® HD DVR to begin setup.

- On the remote, press MENU, select SETTINGS, then WHOLE-HOME. Select MANAGE CLIENTS, and then ADD CLIENTS.
- Note the PIN that displays on the screen—you will need to enter the PIN on your Genie Mini at its location.
- Keep the Genie on the ADD A CLIENT screen.

Go to the location where you have your Genie Mini.

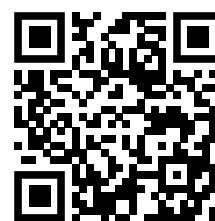
- Using your remote control, enter the PIN you noted previously on the ENTER PIN screen.
- Select REPLACE A LOCATION, choose the Client you want to remove and select REPLACE.
- Select YES, REPLACE to confirm your choice.

Note: The new Genie Mini may display a flashing red LED and the screen may flash gray intermittently during this setup step.

Return to the Genie HD DVR.

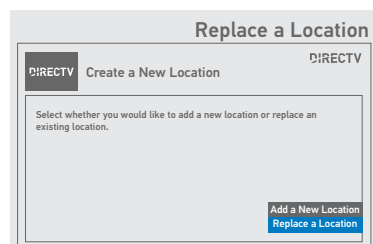
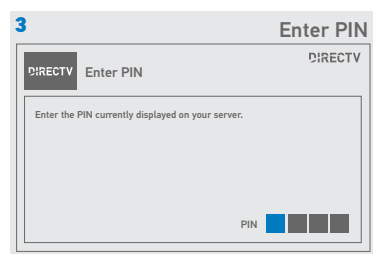
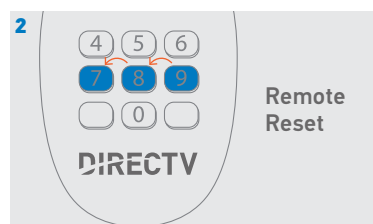
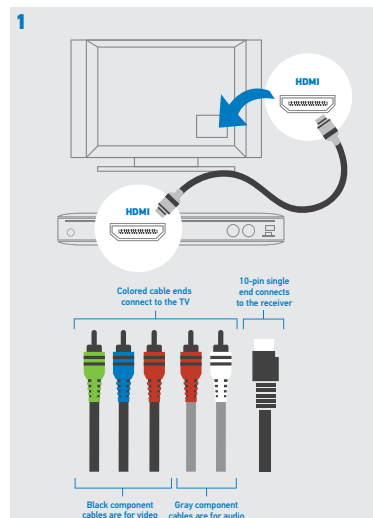
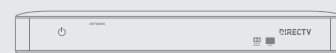
- Select DONE on the ADD A CLIENT screen.

If the Genie Mini displays the Enter PIN screen again after the 2-minute countdown, please call **800.531.5000** to complete your activation.



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

Genie Mini



(Continued on back) →

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4 ACTIVATE YOUR REPLACEMENT GENIE® MINI



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



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

5 PROGRAM YOUR REMOTE CONTROL

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

6 RETURN YOUR NON-WORKING RECEIVER

For the fastest return method:

- Take your equipment directly to your nearest FedEx® Office Print & Ship Center or The UPS Store® location. No need to pack anything—just bring your equipment in a sturdy bag or open box along with your 9-digit account number (located on the packing slip on your bill).



Do not include your remote control, cables, accessories or any personal equipment such as DVD players. If for any reason you removed the access card from the receiver, be sure to return it in the package as well.

- Your equipment will be scanned, packed, labeled, and returned to DIRECTV. Once your equipment is scanned, your return will immediately be noted on your account.
- Or you can pack the equipment yourself in the box your replacement receiver came in, or another suitable box, and use the supplied return shipping label. (Remember to 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 on fedex.com.) Your return will be noted on your account when we receive it, which could take up to 2 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 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), HD (\$45), HD DVR (\$135), Genie® HD DVR (\$135), Genie Mini (\$45), Wireless Video Bridge (\$45), or Genie Lite™ (\$45).

For more information, go to directv.com/support

