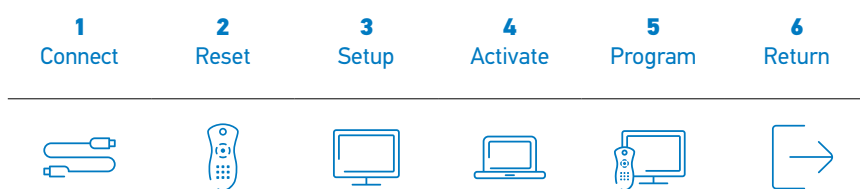


ACTIVATION & EQUIPMENT RETURN INSTRUCTIONS



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 YOUR REPLACEMENT GENIE MINI

- Carefully stack your replacement receiver on top of your non-working receiver.
- Check if your TV is high definition (HD) or standard definition (SD).
 - For HD:** Use an HDMI cable and plug one end of the cable into the HDMI port on the receiver and the other into the HDMI port on your TV.
 - For SD:** Use a 10-pin mini-DIN cable and plug the black 10-pin connector into the A/V out port on the back of your receiver and the other end(s) of the cable(s) into the corresponding colored input ports on the back of your TV.
- Transfer one connection at a time from the non-working receiver to the replacement receiver, except for the power cord. Need help? Go to directv.com/equipmentinstall.
- Plug the power cord into the replacement receiver, then into a power outlet. If the receiver doesn't automatically power up, press the POWER button.
- Turn on your TV. The CONNECTING TO VIDEO BRIDGE screen will appear.

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.

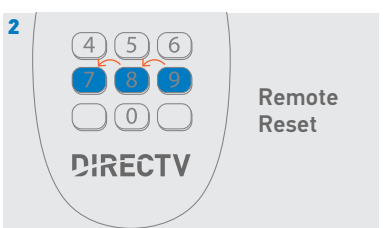
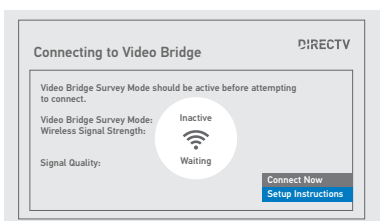
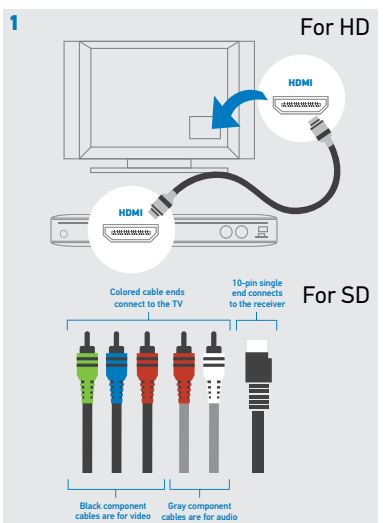
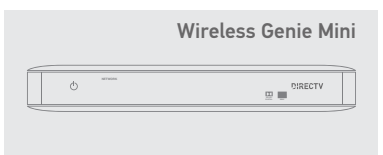
- On the remote, press MENU, select SETTINGS, then WHOLE-HOME. Select MANAGE CLIENTS and then ADD CLIENTS.
- Note the PIN that displays on the screen—you will need to enter the PIN on your Genie Mini at its location.

Keeping the Genie on the ADD A CLIENT screen, go to the location where you have Genie Minis.

When back at the Wireless Genie Mini location:

- Wait two minutes until the CONNECT NOW label is active.
- Verify that the Wireless Signal Strength icon displays three (3) green bars. (For troubleshooting, go to directv.com/wirelessgeniemini)

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



ACTIVATION & EQUIPMENT RETURN INSTRUCTIONS



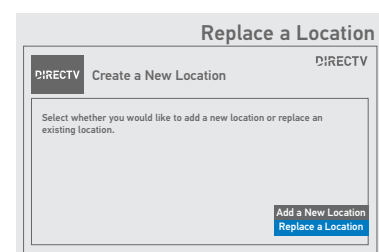
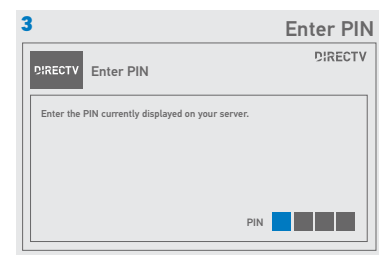
- Select CONNECT NOW and wait for the countdown to complete.
- Using your remote control, enter the PIN you noted in step 3 on the ENTER PIN screen.
- Select REPLACE A LOCATION, choose the Client you want to remove and select REPLACE.
- Select YES, REPLACE to confirm your choice.

Note: The new Wireless 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 Wireless Genie Mini displays the Enter PIN screen again after the 2-minute countdown, please call **800.531.5000** to complete your activation.*



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. Just use 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.

i 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

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**

