

# ACTIVATION & EQUIPMENT RETURN INSTRUCTIONS



We're committed to bringing you the best in video entertainment every day. Your replacement Wireless Video Bridge is enclosed. Here's how to connect and activate it, 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**  
Remove
- 3**  
Return



## BEFORE YOU BEGIN

You should install your replacement Wireless Video Bridge vertically and upright in the same location as your non-working Wireless Video Bridge. (You should not move it to another location or install it horizontally or upside down.)

## 1 CONNECT YOUR REPLACEMENT WIRELESS VIDEO BRIDGE

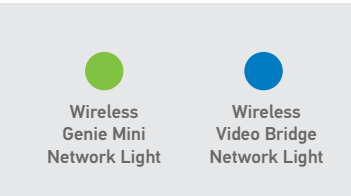
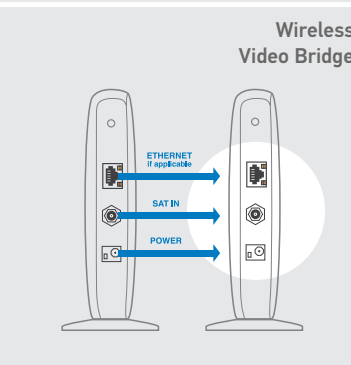
- Turn on your Genie® HD DVR and turn off all Wireless Genie® Minis.
- Place your replacement Wireless Video Bridge next to your non-working one.
- Unplug the power cord of your non-working Wireless Video Bridge from the power outlet.
- Transfer the connections from your non-working Wireless Video Bridge to the replacement one, except the power cord.
- Connect the power cord to the replacement Wireless Video Bridge, then plug it into a power outlet.
- Wait about 2 minutes for the Wireless Video Bridge to fully power up. You should see the message, "A Wireless Video Bridge has been found and configured successfully." Select OK.
- Turn on your Wireless Genie Mini(s) to check that they have video.

*Note: You may see some brief gray screens while the Wireless Genie Mini(s) connect to the Genie® HD DVR. If the Wireless Genie Mini(s) don't display video and menus within 2 minutes, reset it using the red reset button on the side panel.*

- When connected, you should see a solid GREEN network light on the Wireless Genie Mini(s), and a solid BLUE network light on the Wireless Video Bridge. If not, go to [directv.com/wirelessgeniemini](http://directv.com/wirelessgeniemini) for troubleshooting tips or visit [directv.com/support](http://directv.com/support)



Instructions can be found online at [directv.com/equipmentinstall](http://directv.com/equipmentinstall) or by scanning the QR code.



# ACTIVATION & EQUIPMENT RETURN INSTRUCTIONS



## 2 REMOVE YOUR NON-WORKING WIRELESS VIDEO BRIDGE


Go to the Genie® HD DVR and on your remote control.

- Press MENU, select SETTINGS & HELP, then select SETTINGS.
- Select WHOLE-HOME, then select VIDEO BRIDGE.
- Select the option REMOVE VIDEO BRIDGES.
- Choose the Wireless Video Bridge on the list that says, “Not Found.” Select CONTINUE to remove the Wireless Video Bridge.
- Follow the on-screen instructions and press DASH to complete the removal.
- When you see a successful completion message, select OK.

## 3 RETURN YOUR NON-WORKING WIRELESS VIDEO BRIDGE

### 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 and 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](http://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](http://fedex.com/attreturns)

or call **800.463.3339**

OR

The UPS Store® go to [theupsstore.com](http://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](http://directv.com/support)

**Tip:** Search “Wireless Video Bridge”

