

# 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  
Setup

3  
Activate

4  
Complete

5  
Pair

6  
Return

## 1 CONNECT YOUR REPLACEMENT GENIE® 2 SERVER

- Place your replacement server beside your non-working server.
- Transfer one connection at a time from the non-working Genie Server to the replacement server, except the power cord.
- Plug the power cord into the replacement server, then into a power outlet.
- Wait for the ADD CLIENT button on top of your Genie 2 Server to start flashing GREEN (approximately 3-4 mins.).

Do not unplug or reset the Genie 2 Server while the status LED is flashing.

## 2 SETUP

Go to the nearest TV connected to a DIRECTV client (Genie Mini) and turn on the TV.

Do you see the WIRELESS CONNECTION LOST screen?

**YES**—Follow the instructions below.

**NO**—Skip to STEP 3.

- Select TROUBLESHOOT (or MORE INFORMATION, if shown).
- Select REPEAT SETUP.
- When error code 928 is displayed, on the RESET WIRELESS CONNECTION screen, enter 9876 on your remote.
- The wireless clients will now display the CONNECTING TO VIDEO BRIDGE screen. If the signal quality is good or excellent, select CONNECT NOW on the wireless client; otherwise, try moving the client closer to the Genie 2 Server or call Customer Care at **800.388.6597**.

## 3 ACTIVATE YOUR REPLACEMENT GENIE 2

After a successful connection, you will see the SATELLITE DISH SETUP screen.

*Note: You will only need to activate the Genie 2 with your first TV/client. To add additional TVs/clients, go to STEP 4.*

You can activate your Genie 2 online or over the phone.

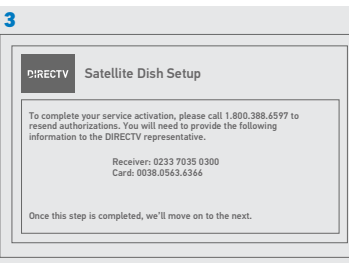
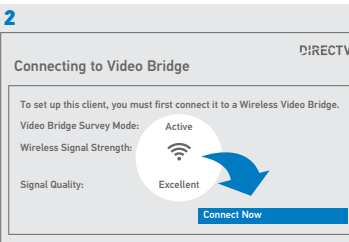
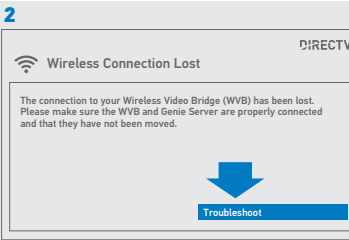
Go to [directv.com/activate](https://directv.com/activate) and make sure you are signed in to your account, then follow the steps listed online, **OR**

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



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

Genie 2 Server



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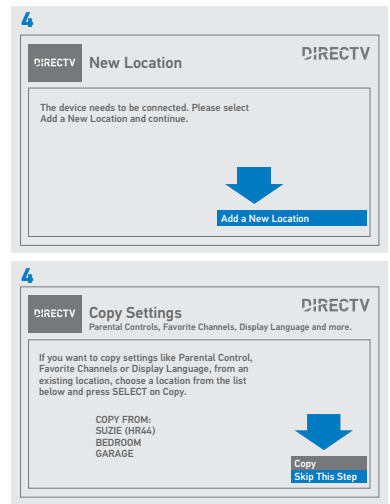
## 4 COMPLETE YOUR SETUP

Follow the guided screens to complete your new Genie® 2 Server setup. The NEW LOCATION screen (see image to the right) is displayed on the TV.

- Select ADD A NEW LOCATION.

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

- Name the location and select SAVE NAME.
- On the COPY SETTINGS screen, select SKIP THIS STEP.
- On the REMOTE SETUP screen, select SET UP REMOTE LATER.



## 5 PAIR ADDITIONAL MINI(S) TO THE GENIE 2 SERVER

*Note: You need to pair all your Genie® Minis to the new server again, even though the location may have been previously set up.*

- Go to your next TV with a Genie Mini to pair that Genie Mini to the Genie 2 Server, and turn on the TV.
- If you see the WIRELESS CONNECTION LOST screen, follow the instructions in STEP 2 (SET UP).
- If not, repeat the instructions in STEP 4 to ADD A NEW LOCATION.
- Repeat these steps starting with STEP 2 or 4 for each TV location.

*Note: The ADD CLIENT session (indicated by the flashing button on top of Genie 2) will time out after 60 minutes. To add more clients/TVs, press the ADD CLIENT button again for more time.*

*Helpful Hint: To get the most out of your Genie 2 Server, make sure it is connected to the Internet via your broadband router/gateway. Go to [directv.com/connectgenie](http://directv.com/connectgenie) for more details.*

## 6 RETURN YOUR NON-WORKING GENIE 2 SERVER

### 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 or 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.

## **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](http://directv.com/support)

**Tip:** Search “Genie 2”



### 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**