Activation & Equipment Return Instructions

We’re committed to bringing you the best in video entertainment every day. Here’s how to connect and activate your replacement Genie® 2 Server, plus how to return your old equipment.

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

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. SET UP
   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 server
   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.
   > To activate online: Go to directv.com/activate and make sure you are signed in to your account, then follow the steps listed online.
   > To activate via phone: Call our automated activation line at 800.388.6597.

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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 Mini(s) 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 att.com/connect 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® 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 or your bill).
  Do not include your remote control, cables, accessories or any personal equipment such as DVD players.
- Your equipment will be scanned, packed, labeled and returned to AT&T. 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® 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®
go to fedex.com/attreturns
call 800.463.3339

OR

The UPS Store®
go to theupsstore.com
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:
Standard (145), DVR (1135), HD (145), HD DVR (1135), Genie® HD DVR (1135), Genie Mini (145), Wireless Video Bridge (145), Genie Lite (145).

For more information, go to directv.com/help
Tip: Search "Genie 2"

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