

DIRECTV® Pre-Loaded GENIE® USER GUIDE



DIRECTV
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As a resident in a DIRECTV Pre-Loaded property, your unit is already set up to receive the best in television programming—there's no need for a technician to visit your apartment or condo. Get started watching DIRECTV in a few easy steps.

If you haven't done so already, you may also reference the DIRECTV Tips & Tricks booklet you received from your property manager for additional information about your DIRECTV® services.

Step 1:

Locate Your Equipment

Your residence comes fully equipped with DIRECTV® Receivers. The best thing about DIRECTV Pre-Loaded is that you control your options. You should already have up to four* receivers in your residence, plus some additional equipment. You can choose to activate them all or just use one.

- 1 Genie® Receiver and up to 3 Genie® Mini clients*
- One remote per receiver or client
- HDMI or component (RCA) cables to connect your equipment to your television
- Power cords

Note: Additional equipment, including remotes, can be requested from property management.

Please note that all accounts require that the primary receiver be activated in order to activate your account. Your dealer can inform you which of the receivers is the primary receiver when you call to activate.

If you're unable to locate your equipment or are missing equipment, please contact your property manager.



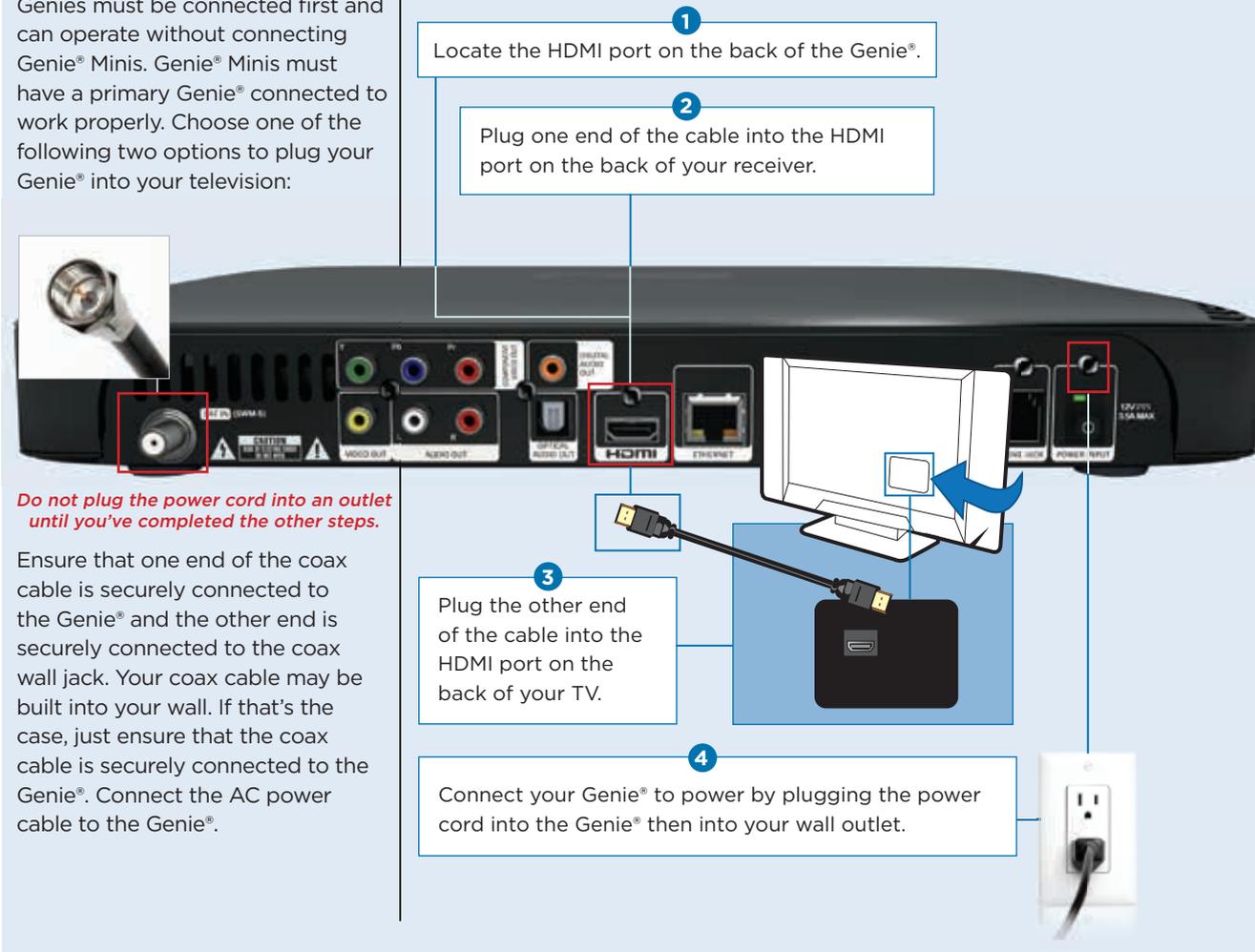
*Receiver quantity varies by unit. Activated receivers may result in additional charges (for second receiver and beyond).

Connecting a Genie® Receiver to an HDTV

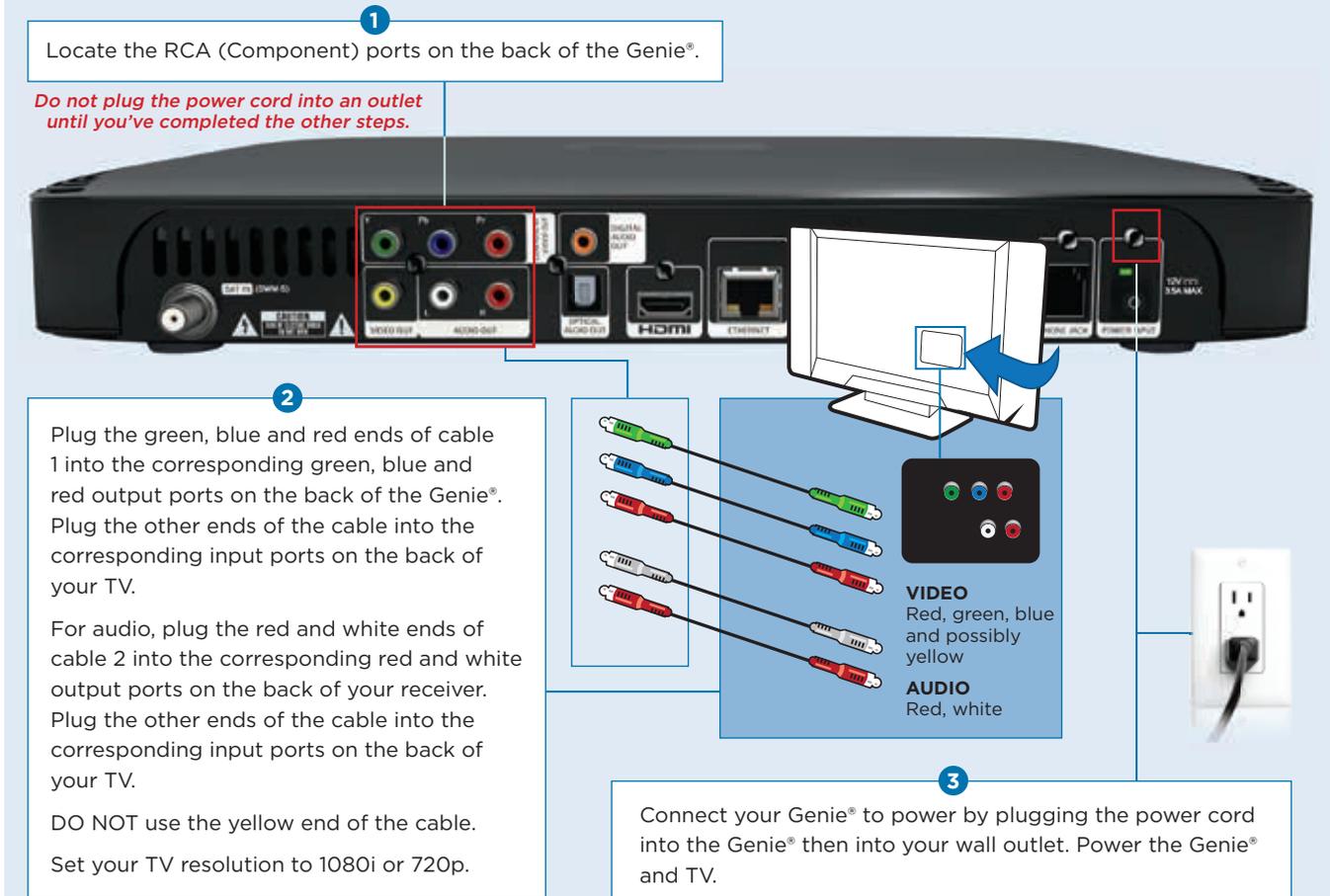
Genies are considered the primary receiver and should be connected to your main (primary) television. Genies must be connected first and can operate without connecting Genie® Minis. Genie® Minis must have a primary Genie® connected to work properly. Choose one of the following two options to plug your Genie® into your television:

Option 1: Using an HDMI Cable

This option supports HD video and Dolby® Digital audio.

**Option 2: Using RCA (Component) Cables**

This option supports HD video and audio. You will need two separate RCA cables.



Note: If you don't see a clear picture, your TV might not be set on the right input (for example, component 1). You can change your TV input using your TV remote control or manually by pressing the Input, Source, TV/Video or A/V button on your TV's control panel.

Initial Setup

Once you have turned on the Genie® and TV, you should see the **DISPLAY LANGUAGES** screen. Follow the prompts on the screen to complete the initial setup.

Note: The following steps reflect the general setup process. During initial setup, the actual screen that displays on your TV may be different or the setup process may skip screens.

1

Screen One: This is the **DISPLAY LANGUAGES** screen. Using the arrow keys on the remote control, move to the language you prefer and press **SELECT**.

2

Screen Two: This is the **SATELLITE DISH SETUP** screen. If all of the cables have been connected properly, then satellite information should be displayed. If given the option to enter an Order ID, **please do not enter an Order ID**. Using the arrow keys on the remote control, select **CONTINUE**.

3

Screen Three: This is the **ACTIVATION** screen. You should see both the Receiver ID number and the Access card number displayed on the screen. **Do not call the 1-800 number displayed on the screen**. Contact your DIRECTV Authorized Dealer to ensure you are set up with the correct base programming package for your property.

Once the **ACTIVATION** screen displays on the TV, you can connect one or more Genie® Mini clients to other TVs in your unit (if available).

IMPORTANT:

If DIRECTV® programming displays on your TV instead of a setup screen (that is, if you are able to view channels), contact your DIRECTV Authorized Dealer immediately. The receiver is still active on another DIRECTV account and will need to be deactivated.



Connecting a Genie® Mini to an HDTV

Option 1: Using an HDMI Cable

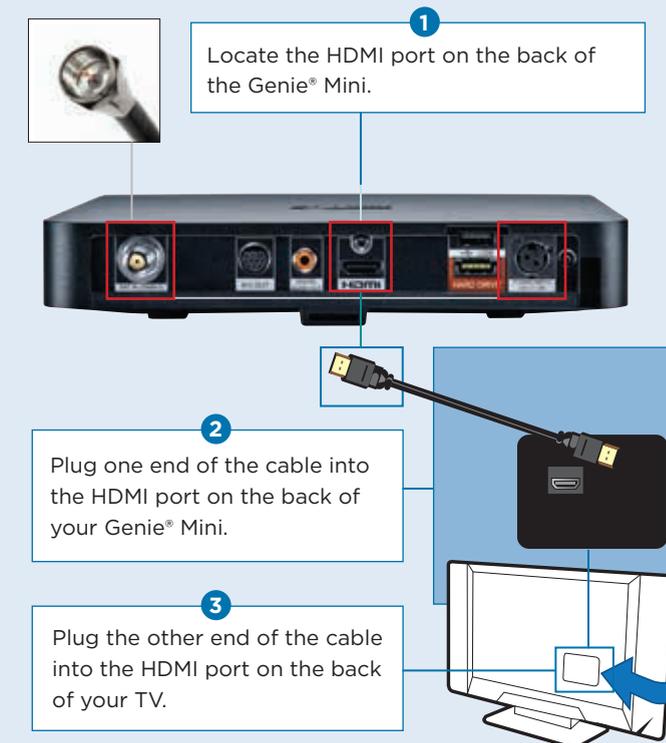
This option supports HD video and Dolby® Digital audio.

Ensure that one end of the coax cable is securely connected to the Genie® Mini and the other end is securely connected to the coax wall jack.

Connect the AC power cable to the Genie® Mini.

Do not plug the power cord into an outlet until you've completed the other steps.

You will plug your Genie® Mini in once you have powered on your Genie® and it is displaying the correct information. This process is outlined in Step 4.



Option 2: Using RCA (Component) Cables

This option supports HD video and audio. You will need an S-Video-to-RCA cable to connect the Genie® Mini using component cables.



Make sure the notification LED on the Genie® Mini(s) is green. This signifies that it is connected to the Genie®. If the light is orange and flashing, then check all of the cables to ensure they are connected correctly.

Troubleshooting Genie® Mini

If, after checking the cables, the Genie® Mini notification LED is still not green, you may have to add the Genie® Mini to your Genie® Whole-Home HD DVR settings. Follow the steps below to add the Genie® Mini to your Genie® Whole-Home HD DVR settings:

- 1 Go to the Genie® HD DVR to begin the **ADD A CLIENT** guided setup.
- 2 On your remote, press **MENU**, select **SETTINGS & HELP > SETTINGS > WHOLE-HOME > MANAGE CLIENT > ADD CLIENTS**.
- 3 Note the PIN that displays on the screen—you will need to enter the PIN on your Genie® Mini at its location. Leave the Genie® HD DVR on this screen until the setup of the Genie® Mini is complete.
- 4 Return to the location where you set up your Genie® Mini.
- 5 Using your remote, enter the PIN you noted in Step 3.
- 6 Select **ADD A NEW LOCATION**. Enter a custom name for the location and select **SAVE NAME**.
- 7 A confirmation message will appear. Select **OK**.
- 8 Return to the Genie® HD DVR and select **DONE** on the **ADD A CLIENT** screen.

Follow the guided setup screens on the TV(s) connected to the Genie® Mini(s). Take note of the Receiver ID for the Genie® Mini(s). You will need the Receiver ID for activation.

Activate your DIRECTV® Service

With the DIRECTV Pre-Loaded system, you can choose from a variety of digital programming. DIRECTV Pre-Loaded properties include a base programming service. Your DIRECTV Authorized Dealer can give you more information on the programming that is provided to you as a resident at this property.

To activate your DIRECTV® service, you will need to call your DIRECTV Authorized Dealer. Your property manager will have your DIRECTV Authorized Dealer's contact information. Your dealer will help you determine which additional programming and services best fit your needs so you can fully customize your DIRECTV experience.

Would you like to have access to more channels than what your base programming service offers?

Your DIRECTV Authorized Dealer can upgrade your services to include additional programming.

Would you like to enjoy premium channels like HBO® or SHOWTIME®?

Your DIRECTV Authorized Dealer will offer you the option of adding DIRECTV premium packages that include premium channels like HBO®, SHOWTIME®, and many others

Are you a sports fan?

Your DIRECTV Authorized Dealer will help you explore premium sports packages that will ensure that you don't miss out on your favorite sporting events.

Complete Genie® Setup

After you have activated your DIRECTV® Service with your Authorized Dealer, a download screen will appear and the Genie® will complete its download. It is important not to turn off or unplug the receiver during this process, which can take 3-30 minutes. Once the download has finished, there will be a **COMPLETE** button, which you will need to select by using the **SELECT** button on the remote.

Program Your Remote(s)

You can program your Genie® Remote to control the following:

- TV
- Audio devices (sound bar, surround sound, etc.)

IMPORTANT:

Before you proceed with the steps below, please make sure your Genie® remote is in **RF MODE**. To do this, press and hold both the **MUTE** and **ENTER** buttons at the same time while pointing at your Genie® or Genie® Mini. The screen will display **APPLYING IR/RF SETUP**.

To program your remote to control a regular HDTV or audio device, follow these steps:

- 1 Press **MENU** on your remote.
- 2 Select **SETTINGS & HELP**.
- 3 Select **SETTINGS**.
- 4 Select **REMOTE CONTROL**.
- 5 Select **PROGRAM REMOTE** and then select the device you wish to program.

Follow the on-screen prompts to complete programming your remote.

Follow the above steps with Genie® Mini(s) and other remotes.

Note: If your remote is not listed, or you need additional codes, use the code lookup tool to find the 5-digit code for your device. Simply visit directv.com and type "code lookup tool" in the search box on the home page.



DIRECTV® Genie® Remote

Check Your Settings

You may need to check the settings on your receiver to ensure you're getting the most from your DIRECTV® programming and are able to view all of the channels available to you. To do this, follow these easy steps:

- 1 Press **MENU** on the remote.
- 2 Select **SETTINGS & HELP**, then **SETTINGS**.
- 3 Select **DISPLAY**.
- 4 Select **PREFERENCES**.
- 5 In the Guide HD Channels section, select one of the following:
 - Hide HD Channels
 - Hide SD Duplicates
 - Show all Channels
- 6 Press **OK**.

The new settings will go into effect within a few minutes.

Kick up your feet and enjoy your new DIRECTV® service!

You now have the very best in DIRECTV® programming.

Get to know your on-screen guide, find out about your receiver's interactive features, learn helpful shortcuts and more by referencing the **DIRECTV Tips & Tricks** booklet or by visiting directv.com.

If you have any questions, contact your DIRECTV Authorized Dealer.

Moving? Make sure you leave your equipment in your apartment or condo when you leave—it's an in-unit appliance. Contact your dedicated DIRECTV Authorized Dealer for more information."

Take your DIRECTV® service with you. You can set up DIRECTV at your new residence. Leave your receivers in the unit and give DIRECTV® Movers a call to get set up with new receivers at your new home. Call **1-800-923-1994** to move your DIRECTV® service.

"Please note: It is the account holder's responsibility to disconnect services once the DIRECTV Pre-Loaded unit has been vacated. Any charges that may appear on the account are the responsibility of the account holder, if the account is not disconnected.