QUICK REFERENCE GUIDE

DIRECTV Gemini

Easy Tips & Tricks

Simple steps for watching TV, using your remote, and fixing common problems.

START HERE You do not need to memorize everything. Use the page that matches what you want to do.

What's inside

1. **Get connected** Set up the Gemini device and sign in.
2. **Know your remote** Find the buttons you will use most.
3. **Record, replay, and open apps** Use common TV features.
4. **Fix the remote** Reconnect it and check the batteries.
5. **Fix picture or streaming trouble** Restart safely and check Wi-Fi.
6. **Get sign-in help** Find your user ID or reset your password.

HELPFUL HABIT Move slowly. After pressing a button, wait a few seconds for the TV screen to respond.

1 Get connected

Before you begin, place the Gemini device near your TV. You should have the device, power cord, HDMI cable, and DIRECTV remote.

1 Connect the HDMI cable.

Plug one end into the Gemini device and the other into your TV. Remember the HDMI number you used.

2 Connect to the internet.

For Wi-Fi, choose your network later on the TV screen. For a wired connection, connect an Ethernet cable to your internet gateway.

3 Connect the power cord.

Plug it into the Gemini device, then into a wall outlet. A red light will blink on the front.

4 Turn on the TV and choose the correct input.

Use the INPUT or SOURCE button on your TV remote. Choose the HDMI number from Step 1.

5 Remove the battery tag.

Pull the plastic battery tab from the DIRECTV remote.

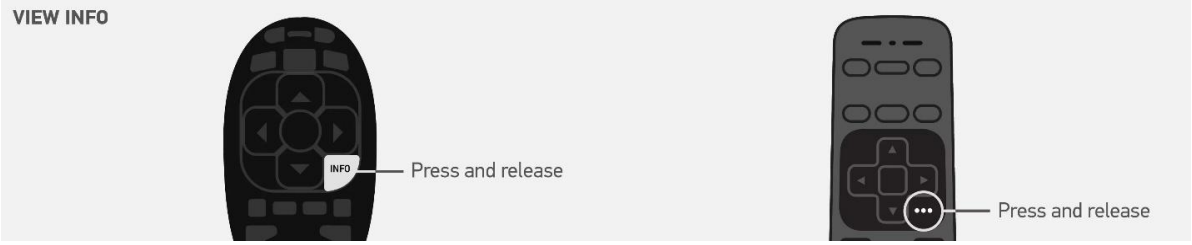
6 Follow the instructions on the TV screen.

Pair the remote, choose Wi-Fi if needed, sign in, accept the terms, choose the room, and set your in-home network.

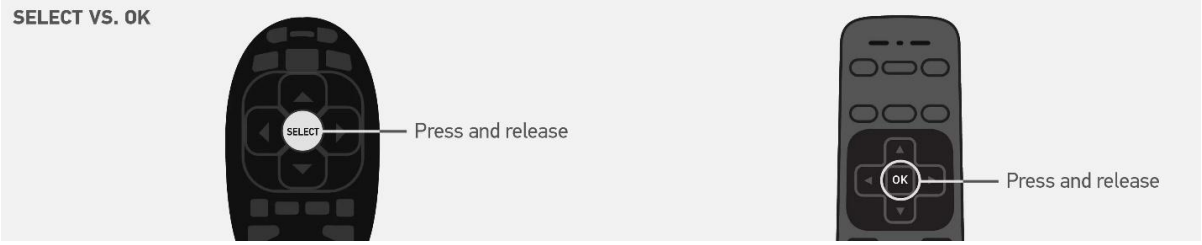
REMOTE PAIRING Point the remote at Gemini. Hold FAST FORWARD and REWIND together for 2–3 seconds. Wait for the “remote is ready” message.

2 Know your Gemini remote

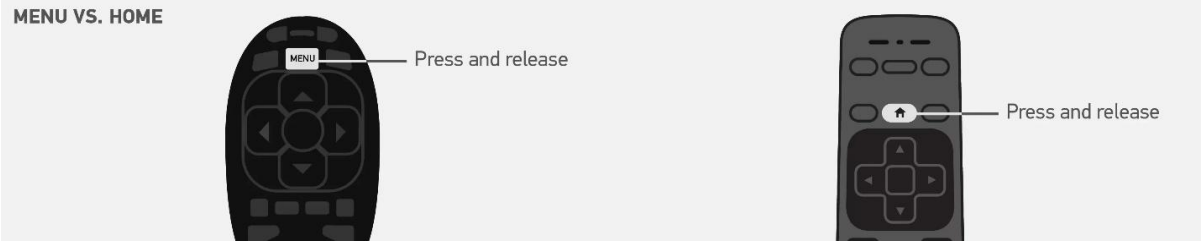
The Gemini remote uses a few different button names than older DIRECTV remotes.



Information: Press the … (three-dot) button. It replaces the INFO button found on older remotes.



Choose an item: Use the arrow buttons to highlight it, then press OK. OK replaces SELECT.

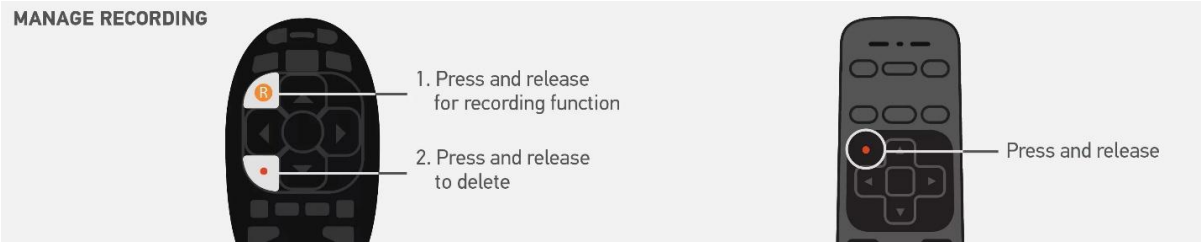


Main screen: Press HOME. HOME replaces the older MENU button.

VOICE FEATURE The microphone button lets you use Google Assistant voice commands. Speak clearly and pause while Gemini responds.

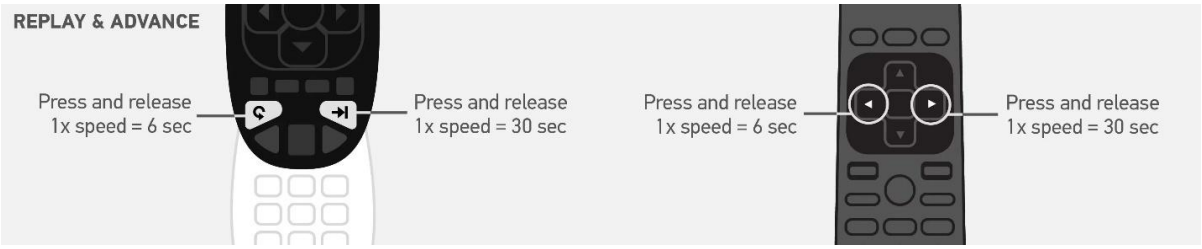
3 Record, replay, and open apps

Record a program



Press the RED DOT button for recording options. This replaces the older R button.

Replay or move ahead



Use the left and right replay/advance buttons. A quick press moves 6 seconds; holding the button moves 30 seconds.

Open third-party apps



Press APPS to open available third-party apps. DIRECTV interactive apps, such as Score Guide, are reached through their channel.

4 When the remote is not working

Refreshing the connection fixes many common remote problems.

First: unpair and restart

1 Unpair the remote.

Hold DASH (–) and APPS until the remote light blinks blue twice.

2 Restart Gemini.

Press and release the red button on the side of the device. Or unplug the device, wait a moment, and plug it back in.

Then: pair the remote again

3 Point the remote at Gemini.

4 Hold FAST FORWARD and REWIND together for 2–3 seconds.

Wait for the message that says the remote is ready to use.



Check the batteries

Remove the batteries for a couple of seconds, then put them back in. If the remote still does not work, replace them with fresh batteries.

STOP AND ASK FOR HELP If the remote still does not respond after these steps, contact community staff or DIRECTV support. Do not keep pressing many buttons at once.

5 Sound and picture help

Connect a TV or sound bar to the remote

1. **Press HOME on the Gemini remote.**
2. **Choose Settings, then System.**
3. **Choose Remote & Devices, then Program Your Remote.**
4. **Choose your TV maker or sound bar.**
5. **Follow the instructions on the TV screen.**

If the picture freezes or the app buffers

Try these fixes one at a time. Check the TV after each step.

1. **Check the Wi-Fi connection.**
   Make sure it is stable.
2. **Close and reopen the DIRECTV app.**
   Wait for it to load fully.
3. **Restart the device.**
   Turn it off and back on, or unplug it and reconnect it.
4. **Check for updates.**
   Install available app or device software updates.
5. **Reinstall the app.**
   Only if the problem continues: remove the DIRECTV app, then download it again from the device's app store.

FACTORY RESET For repeated freezing on the Gemini device, the source guide says to hold the device's red button for 20 seconds. A factory reset may erase settings, so ask community staff for help before doing this.

6 Get sign-in help

Find your user ID

1 On the DIRECTV sign-in page, choose “Forgot email or user ID?”

2 Enter your email address or account number.

3 Choose Continue.
DIRECTV sends your user ID to the email address on file.

SATELLITE ACCOUNT NUMBER If you receive a paper bill, the account number is near the upper-left corner.

Reset your password

1 On the sign-in page, choose “Forgot Password.”

2 Enter your user ID and last name, then choose Continue.

3 Check your email for a temporary password.
Copy it into the entry field and choose Continue.

4 Enter and confirm a new password, then choose Continue.

IMPORTANT A temporary password cannot be used to sign in at directv.com. Use it only during the reset steps.

Write down help information

Community contact: _____

DIRECTV account email: _____

Wi-Fi network name: _____

PROTECT YOUR PASSWORD Do not write your password here. Share it only with trusted staff or family.

Quick problem finder

Start with the line that matches what you see.

The TV says “No Signal.”	Check that the TV is on the correct HDMI input.
The remote does nothing.	Check the batteries, then follow the remote pairing steps on page 5.
The picture freezes.	Restart Gemini. If it continues, ask for help before a factory reset.
The picture pauses or buffers.	Check Wi-Fi, close and reopen the app, then restart the device.
There is no sound.	Make sure MUTE is off. Raise the volume. Then check the sound-bar setup on page 6.
You cannot sign in.	Use “Forgot email or user ID?” or “Forgot Password” on the sign-in page.

REMEMBER One button press at a time. Wait a few seconds. If you are unsure, stop and ask for help.

Based on DIRECTV setup and support information supplied with this guide. Button names and on-screen menus may change after software updates.